

# OfficeServ™

System Administration Guide



SAMSUNG

# SYSTEM ADMINISTRATION AND SPECIAL FEATURES GUIDE

for  
OfficeServ™ 7000 Series

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## **ABOUT THIS BOOK**

This book contains instructions for special features that every telephone user may not need to know. The owner can decide who the system administrator will be and who will have access to these features. Station users can be trained on only the items that apply to them. This procedure will help control costs and telephone abuse.

Several of the features listed in this book are specific to the system operator or attendant position. You can have more than one operator or set your system up to be used without an operator.

The designated system administrator can access specific programs and modify some functions to better manage the OfficeServ 100, OfficeServ 500, OfficeServ 7000 Series office telephone systems. Instructions are detailed and easy to follow. When assistance is needed, contact your installation and service company.

## SPECIAL FEATURES

### SYSTEM RING PLANS

Your system is designed to have a maximum of six different Ring Plans. Each ring plan can be programmed to allow different lines to ring different ring plans to ring different station and/or station groups. Examples of why different ring plans are required can include normal day operation, night operation, using different operators during different lunch shifts and Saturday or evening hours of operation. While the system is in a ring plan, each station will be limited to its individual Ring Plan class of service dialing restrictions. You can place the system in one of any six of these ring plans at any time. Ring Plans are available on an individual tenant basis and may be set automatically or manually. Automatic Ring Plans have an individual start time and will remain in that mode until the beginning of the next defined ring plan. If no automatic timer is set, you must change ring plans manually.

Any of these ring plans can be switched from one plan to another at any time by manually pressing a ring plan button. There are two ways to override the automatic ring plans; one is a temporary override until the next programmed start time, and the other is a permanent override until manually changed.

### MANUAL RING PLAN CHANGE

Press the **RTO** button plus the ring plan passcode (four digits) and the ring plan (1-6) you wish to set. The system will override all the automatic time tables and will remain in the set ring plan until manually changed. To manually change or cancel the ring plan time override and return ring plan operation to the system clock: press the **RTO** plus the ring plan passcode (four digits) and a “**0**” to cancel the ring plan time override and return to normal operation.

### TEMPORARY RING PLAN CHANGE

Press the **RP** button plus the ring plan passcode (four digits) and the ring plan (1-6) you wish to set. The system will remain in that ring plan until the next automatic start time for the next ring plan goes into effect.

**NOTE:** This button may also be assigned an extender of one of the six ring plans. Example: An **RP** button is given an extender of 3 (**RP3**) and the operation of this button is a push on/push off type of operation with the system always returning to ring plan 1 when the key is turned off. When the system is operating in ring plan 3, the **RP3** button will light steady red, and when off the light will also turn off.

### CALLING THE SYSTEM OPERATOR

Any station that dials **0** will ring its assigned operator. (If tenant service is used, each tenant may have a different operator or operator group.) Calls to the system or tenant operator are easily identified because the **CALL** key will have a fast flashing red light. Station users will never receive a busy signal when they dial **0** or the operator group number. The calls will continue ringing in queue until answered.

**NETWORKING:** When 2 or more systems are networked a single station or operator group may receive all calls to a single operator. (Please consult with your service company if required).

### OPERATOR RECALLS

Transferred calls that go unanswered will recall to the station that originated the transfer. Should the station that originated the transfer not answer the recall, the call will be sent to the operator as a transfer recall.

A call left on hold will recall the station that put it on hold. If the hold recall is unanswered at the station that originated the hold, the call is sent to the operator.

Both types of recalls will ring and have a slow flashing amber light on the **LINE** key or **CALL** key.

**NETWORKING:** When 2 or more systems are networked a single station or operator group may receive all recalls to a single operator. (Please consult with your service company if required).

### EXECUTIVE BARGE-IN

If you want to break into another conversation, you must be allowed to barge-in and the other station and trunk must not be secure.

- Dial the desired extension or trunk number and listen for the busy signal.
- Press the **BARGE** button and begin speaking after the tone.
- Hang up when you are finished.

The system can be set for one of the three following barge-in options:

- No barge-in allowed
- Barge-in with intrusion tone
- Barge-in without intrusion tone (service observing)

When the second or third option is selected the barge will take priority over the line. This means unless you (barge) hang up first, the station or line you barged into will still be connected to you when the station you barged into hangs up. When the third option is selected, the station that barges-in can monitor the conversation and no warning tone or display will be sent to the station being monitored. The handset transmitter and keyset microphone are disabled. The party that originated the barge-in may join the conversation by pressing the **MUTE** button on the keyset. Your service company must program these options for you.

#### **WARNING**

Barge-in without tone may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

## **WALKING CLASS OF SERVICE**

You can change a restricted station's class of service to the same class as your station, allowing you to make calls or use features that would otherwise be restricted from that station.

- Lift the handset or press the **SPK** or the **MONITOR** key.
- Dial **59** and then your extension number.
- Dial your station passcode and receive internal dial tone.
- Dial an access code and then the telephone number—**OR**—use the desired feature as usual.
- Hang up. The station will be returned to its restricted status.

NOTE: The default station passcode 1234 cannot be used.

## **IN/OUT OF GROUP**

Any station assigned to a station group can remove itself from that group and then reenter the group at a later time. When out of the group, a station can receive calls to its extension number but not to the group.

The number of groups available to choose from may vary depending on your OfficeServ 100 or OfficeServ 500 or OfficeServ 7000 Series system type:

**OfficeServ 500** 40 Groups  
**& OfficeServ 7200** (500 through 539) or (5000 through 5039 depending if your system is setup for 4 digits numbering plan)

**OfficeServ 500 L** 80 Groups  
**& OfficeServ 7400** (500 through 579) or (5000 though 5079 depending if your system is setup for 4 digits numbering plan)

**OfficeServ 100** 20 Groups  
**& OfficeServ 7100** (500 through 519) these can be changed to 4 digits if required.

To create a backup or relief operator position, assign the main operator and one or more backup individuals to the operator group. All but the main operator should be out of the group. When it is necessary to use a backup operator, put the desired backup station in the group and remove the main operator. When incoming call traffic is heavy, you can have another station put itself in the operator group along with the main operator to handle the extra call load.

If the station does not have an **IN/OUT** key:

- Lift the handset and dial the feature access code \_\_\_\_\_.
- Dial the group number.
- Dial **0** to be out of the group or dial **1** to be in the group.
- Receive confirmation tone and hang up.

If the station has an **IN/OUT** key:

- Press the **IN/OUT** key. It will light red when the station is in the group.
- Press the **IN/OUT** key again. The light is off when the station is out of the group.

NOTE: A station can be in more than one group.

## **DIRECT INWARD SYSTEM ACCESS (DISA)**

From outside of the office, selected individuals can call into the OfficeServ 100 or OfficeServ 500 or OfficeServ 7000 Series system on special DISA line(s). A security code must be entered to gain access. Once these individuals are in the system, they can make outside calls using the office lines or call stations within the system. Individuals who will use DISA must have their stations assigned for DISA access and must change their station passcodes. The default passcode 1234 cannot be used.

- Call in on the DISA line from any phone with tone dialing.
- You will hear a dial tone. Dial your security code (your extension number plus your station passcode).
- If you are allowed access, you will receive a dial tone.
- Dial any line access code, receive outside dial tone and then dial a telephone number **OR** dial any extension number to call a station in the system.
- To make another call, press **Q**, receive dial tone and dial another number.
- Press **#** and hang up when finished.

NOTE: Outgoing DISA calls are controlled by the dialing class of the station identified by the security code. The DISA line must have disconnect supervision from the central office. Insist that this service is verified by your installation/service company.

## DISA SECURITY

A common practice among hackers is to repeatedly dial a known DISA access number (usually with a computer) and try a different passcode each time. The hacker hopes to eventually chance upon the correct passcode and thus gain access to your system. The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series security feature counts the number of sequential incorrect passcode attempts. If a certain number is reached, DISA is disabled and the system sends an alarm to designated display stations. The number of passcode attempts and the disable duration are both programmable. In addition, the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems will print an SMDR record (a customer-provided printer is required) each time an incorrect passcode is entered.

The DISA alarm will ring for a programmable time before canceling the ringing; however, the DISA alarm display will remain until the alarm is cleared. To clear the DISA alarm, follow the following procedure:

- Lift the handset and dial **58**.
- Enter the DISA alarm passcode (see your service company).
- Replace the handset.

### WARNING

As it is impossible to prevent unauthorized access to your telephone system by hackers, we suggest that you do not turn the DISA feature on unless you intend to use it. If you do use this feature, it is good practice to frequently change passcodes and periodically review your telephone records for unauthorized use.

## FORCED ACCOUNT CODES

### VERIFIED

When set for this option the user must enter an account code for all outgoing calls. The account code entered will be verified from a system list. Forced verified codes can contain the digits 0~9.

**OfficeServ 500 & 7100** 999 entries

**OfficeServ 100** 500 entries

**OfficeServ 7200 & 7400** 999 entries

### NOT VERIFIED

When set for this option the user must enter an account code for all outgoing calls, but the account code is not verified against the system list. Non verified account codes can contain the digits 0~9 and #.

## USING FORCED ACCOUNT CODES

When enabled, your system allows calls to be charged to different accounts. You can enter account codes either by dialing the full code, by entering an account code "bin number", or by pressing your **ACC** key if one is assigned. Bin numbers are a 3 digit short code that will automatically insert the appropriate account code. Account codes may be a maximum of 12 digits (# may be used); if the account code is to be less than 12 characters you may end the code by pressing **\*** or the right soft key. The type of code used is determined by your telephone system administrator. Codes can be entered before or during a call as follows:

#### To enter an account code before placing the call:

- Press your **ACC** key or dial **47**.
- Dial the account code or bin number.
- You will receive a confirmation tone and display.
- When prompted dial a trunk or trunk group (i.e. 9) and the telephone number to call.

#### To enter an account code by interrupting the conversation:

- While on an outside call press the **ACC** key or press **TRANSFER** followed by **47**.
- Dial the account number or bin number (if you are entering an account code you will need to press your **ACC** key or right soft key to finalize the entry)

NOTE: If you make an error simply repeat the procedure with the correct code. Only the most recent account code dialed will be recorded. This code will always print on SMDR reports. For information on entering and changing forced account codes, see the system administrator programming section of this book.

## AUTHORIZATION CODES

Authorization codes are used to validate a station user and give permission to make a call. These four digit authorization codes can be either forced or optional, but if used, are always verified from a system list of **500** entries on the **OfficeServ 500 M or L** version, the **OfficeServ 7100, OfficeServ 7200** and **OfficeServ 7400**, **250** entries on the **OfficeServ 100**. Each authorization code has an associated class of service. When the code is entered, the class of service is changed to that of the authorization code.

## USING AUTHORIZATION CODES

After going off-hook, the station user must dial **\*** followed by a four digit authorization code. If you enter a correct code, you will hear confirmation tone and then receive a dial tone and you can make an outside call in the usual manner. The station then follows the dialing class for that authorization code. If you enter an incorrect code, the station returns error tone. This code may or may not print on SMDR reports depending on SMDR programming.

## USING THE TIE LINE

### OUTGOING

Your office can be connected to another system with a tie line. Use this line to make calls to stations in the other system. If programming allows, you can access lines in the other system to make outside calls. Tie line calls can be put on hold, transferred and conferenced in the same manner as are other outside calls.

- Lift the handset or press the **SPK** or **MONITOR** key.
- Dial the tie line access code or press the tie line key.
- When you receive dial tone from the other system, you can dial extension numbers or access outside lines. You must know the extension numbers and the line access codes for the other system.
- Finish the call by replacing the handset or pressing the **ANS/RLS** or the **MONITOR** key if you are using a 7 button phone.

NOTE: Outgoing calls are controlled by the station's dialing class.

### INCOMING

Station users in the other system can access the tie line and make intercom calls to stations in your system. Answer tie line calls ringing at your station as you would any other outside call. They can be put on hold, transferred and conferenced in the same manner as are other outside calls.

### IN AND OUT ON TIE LINE [NOT SUPPORTED ON OS 7100]

Users accessing the tie line from the other system can get a line in your system and make outgoing calls. These calls can be controlled by assigning a dialing class to the tie line. For further information, see your service company.

## CALLER ID SPECIAL FEATURES

**NOTE:** The Caller ID features below require optional software and/or hardware. Please ask your installation and service company for details.

### ABANDON CALL LIST

The system has a system-wide abandoned calls list that stores CID information for the last **100** calls on the **OfficeServ 7000 Series**, **OfficeServ 500 M** and **L** version and **50** calls on the **OfficeServ 100** that rang but were not answered and were accompanied with valid CID information. Calls with CID information consisting of OUT OF AREA, PAYPHONE or PRIVATE will not be stored in the list. The abandoned calls list is accessed using the system administrator's passcode. When reviewing this list, you are provided options to **CLEAR** the entry or **DIAL** the number. You can use the **NND** key to toggle between the CID name, CID number and the date and time the call came in. The system must be using LCR to dial numbers from the abandoned calls list.

To view the list of abandoned incoming calls for which CID information has been received:

- Dial **64** and dial the system administrator passcode.
- Scroll through the entries using the **VOL** keys.

### CID ON SMDR

The Station Message Detail Records (SMDR) report can be set to include the CID name and number for incoming calls. This format expands the printout to 113 characters. You must use a wide carriage printer or an 80 column printer set to the condensed print option.

### NUMBER TO NAME TRANSLATION

The system provides a translation table of **1000** entries in the **OfficeServ 7100**, **7200** and **OfficeServ 500 M**, and **2000** entries in the **OfficeServ 500 L** and in the **OfficeServ 7400**, and **500** entries on the **OfficeServ 100** for use in areas that do not provide name and number (sometimes called "deluxe") Caller ID or when ANI is received. When the CID or ANI number is received, the table is searched. When a match is found, the system will display the corresponding name from the table. This will allow users in areas that do not support "deluxe" Caller ID or have only ANI service to provide names for callers.

# CALLER ID SPECIAL FEATURES

## INVESTIGATE [ISPY]

Investigate allows selected stations with a special class of service to investigate any call in progress. If CID information is available for an incoming call, you will know to whom this station user is speaking. For outgoing calls, you can see the number that was dialed. After investigating, you may barge-in on the conversation, disconnect the call or hang up your phone to end the investigation.

- At your keyset, press the **INVESTIGATE [ISPY]** key.
- Enter your station passcode. (Default passcodes cannot be used.)
- Enter the station number to be investigated.
- You can now press **BARGE** to barge-in on the conversation.

**OR**

You can press **NND** to view more information about the call.

**OR**

You can press **DROP** to disconnect the call.

TEAR HERE

### NOTES:

1. If the call is an outgoing call, the **NND** key will not appear.
2. This feature requires optional software and/or hardware. Please ask your installation and service company for details.

### WARNING

This feature may violate state or federal laws concerning the right to privacy. Samsung Telecommunications America is in no way responsible for the possible misuse of this feature.

**NOTE:** This information is NOT repeated in this user guide.

# SYSTEM ADMINISTRATOR PROGRAMMING

## CUSTOMER LEVEL ACCESS

Before any customer programs can be accessed, you must first open system programming using the passcode you have been assigned. You must use a display keyset. Should it become necessary to change this passcode, see your service company.

- While on-hook, press **TRSF** and then dial **200**. Your display shows [ENABLE CUS. PROG. PASSCODE].
- Dial the four digit passcode. The display shows [ENABLE CUS. PROG. - DISABLE].
- Dial **1** to enable. The display shows [ENABLE CUS. PROG - ENABLE].
- Press **TRSF**. The keyset returns to its idle condition.
- Press **TRSF** and then dial the three digit program code you want to access. Follow the instructions for that program.

NOTE: You must begin programming within 30 seconds. Once you are in programming, any delay of more than 30 seconds between key strokes will cause the system to automatically close programming.

## CUSTOMER LEVEL ACCESS USING THE PROG KEY

A designated keyset may be programmed with a "PROG" key which allows access to the following areas of system programming. When pressed you must enter your station passcode followed by the MMC number. The default station passcode "1234" can not be used. The only MMCs that may be entered from pressing the "PROG" key are as follows:

- [MMC 100 Station Lock for All Stations](#)
- [MMC 102 Station Forward for All Stations](#)
- [MMC 104 Station Name](#)
- [MMC 115 Program Message for all Stations](#)
- [MMC 116 Alarm and Message](#)
- [MMC 505 System Day and Time](#)
- [MMC 705 System Speed Dial](#)
- [MMC 706 System Speed Dial Name](#)

## CHANGING FEATURE PASSCODE

You can change individual feature passcodes. This program is used to change the passcodes for several features. These features are the following: RING PLAN SERVICE, DISA ALARM, ALARM CLEAR, and AA RECORD. Note: Each passcode is four digits long. Each digit can be 0 to 9.

### PROGRAM KEYS

**UP & DOWN** - Select the extension number.

**HOLD** - Press to reset the passcode to default settings.

Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **202**  
Display shows

2. Use the **UP** and **DOWN** keys to scroll  
through the different options and press  
the right soft keys.

3. Press **HOLD** to reset the passcode

4. Press **TRSF** to store and exit programming  
OR press **SPK** to store and advance to the  
next program

#### DISPLAY

CHANGE PASSCODE  
RING PLAN: 0000

CHANGE PASSCODE  
DISA ALARM: 5678

CHANGE PASSCODE  
RING PLAN: 0000

## SET DATE AND TIME DISPLAY

Should it ever become necessary to correct the date and time displayed on all of the keysets, do so as soon as you notice that they are incorrect. Automatic Operating Mode will not work correctly and SMDR records will be of no value when the date and time are not correct.

The display format is the following:

W (Day of the week): Enter **0** for Sunday and **6** for Saturday.

MM (Month): Enter **01** for January and **12** for December.

DD (Day of the month): Enter a number in the range of **01-31**.

YY (Year): Enter the last two digits of the year.

HH (Hours): Use the 24 hour clock and enter a number in the range of **00-24**.

MM (Minutes): Enter a number in the range of **00-59**.

Failure to enter the time using the 24 hour clock will cause the date to change at 12:00 P.M. Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **505**  
Display shows

2. Enter the new time and date using  
the above format

3. Verify the time and date and reenter  
them if necessary

4. Press **TRSF** to store and exit  
programming OR press **SPK** to store  
and advance to the next program

#### DISPLAY

OLD : 6010184 : 0047  
NEW : WMMDDYY : HHMM

OLD : 6010184 : 0047  
NEW : 3020994 : 1445

OLD : 3020994 : 1445  
NEW : WMMDDYY : HHMM

If you have entered invalid data, you will receive an [ INVALID ENTRY ] message for three seconds. Reenter the correct date and time. If the information you entered is incorrect, repeat the procedure.

## RESET STATION PASSCODES TO DEFAULT

Individual keyset users can set or change their own individual passcodes. These passcodes are used to lock and unlock keysets, override toll restriction and access the DISA feature. At times, it may be necessary for the system administrator to reset a station's passcode to default "1234." This program cannot be used to display passcodes, only to reset them.

### PROGRAM KEYS

**UP & DOWN** - Select the extension number.

**HOLD** - Press to reset the passcode.

Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **101**  
Display shows

#### DISPLAY

[201] PASSCODE  
PASSCODE : \*\*\*\*

- Dial the station number OR use the **UP** and **DOWN** keys to scroll through the keyset numbers and press the right soft key to move the cursor right

- Press **HOLD** to reset the passcode

- Press the right soft key to return to step 2 OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

**DEFAULT DATA: ALL STATION PASSCODES = 1234**

## PROGRAM STATION NAMES

This program is used to assign a character name or identification for each extension. You may assign a name of 11 characters long.

### PROGRAM KEYS

**UP & DOWN** - Used to scroll and move cursor.

**KEYPAD** - Used to enter characters.

**HOLD** - Press to clear entry.

Open customer programming and follow the instructions below.

### ACTION

- Press **TRSF** and then dial **104**  
Display shows
- Dial station number (e.g., **205**)  
OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor
- Enter the station name using the procedure described on the next page and press the right soft key to return to step 2

### DISPLAY

[201] STN NAME

[205] STN NAME

[205] STN NAME  
SAM SMITH

- Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

NOTE: Directory information is always 11 characters.

### DEFAULT DATA: NONE

Names are written using the keypad. Each press of a key will select a character. Pressing the dial pad key moves the cursor to the next position. For example, if the directory name is "SAM SMITH," press the number "7" three times to get the letter "S." Press the number "2" once to get the letter "A." Continue selecting characters from the table below to complete your message. Press the "A" key to change the letter from upper case to lower case.

### NOTES:

- When the character you want appears on the same dial pad key as does the previous character, press the **UP** key to move the cursor to the right.
- When the system is equipped with a Samsung Voicemail system, and the option has been enabled, changes to station names will automatically change the voicemail box name if a voicemail box exists.

### DCS KEYSETS [NOT SUPPORTED ON THE OFFICESERV 7100]

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	Q	8
DIAL 9	W	X	Y	(	9
DIAL *	:	=	[	]	*

The # key can be used for the following special characters: #, space, &, !, ;, ., %, \$, -, /, =, [ , ], @, ^, ( ), \_+, { }, |, ;, \, " and ~.

## iDCS / ITP / SMT-i / DS 5000 KEYSETS

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL *	:	=	[	]	*

1. When the character you want appears on the same dial pad key as the previous character, press UP to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

## PROGRAM TRUNK NAMES

This program is used to assign a character name or identification for each C.O. line. You may assign a name of 11 characters long.

### PROGRAM KEYS

**UP & DOWN** - Used to scroll and move cursor.

**KEYPAD** - Used to enter characters.

**HOLD** - Press to clear entry.

Open customer programming and follow the instructions below.

### ACTION

1. Press **TRSF** and then dial **404**  
Display shows
2. Dial trunk (e.g., **704**) OR press **UP** or **DOWN** to select trunk and press the right soft key to move the cursor
3. Enter the trunk name using the procedure in [Program Station Names](#) and press the right soft key to return to step 2
4. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

### DISPLAY

**[701] TRUNK NAME**

**[704] TRUNK NAME**

**[704] TRUNK NAME**  
**SAMSUNG**

## PROGRAM STATION GROUP NAMES

This program is used to assign a character name or identification for each station group. You may assign a name 11 characters long.

### PROGRAM KEYS

**UP & DOWN** - Used to scroll and move cursor.

**KEYPAD** - Used to enter characters.

**HOLD** - Press to clear entry.

Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **602**

Display shows the first group

2. Dial the group number (e.g., **505**) OR  
press the **UP** or **DOWN** key to make a  
selection and press the left or right  
soft key to move the cursor

3. Enter the name using the method  
in [Program Station Names](#)

4. Press the left or right soft key to return to  
step 2 OR press **TRSF** to store and exit  
programming OR press **SPK** to store and  
advance to the next program

#### DISPLAY

[501] SGR NAME

[505] SGR NAME

[505] SGR NAME  
SAMSUNG

## PROGRAM SYSTEM SPEED DIAL NUMBERS

The system list starts with 200 numbers and can be increased in blocks of ten. The system may have either 500 or 950 maximum depending on the setting in MMC 861. See your service company to increase or decrease the system list.

The speed dial codes are 500–999 or 050–999. Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including **\***, **#**, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is being used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom row of programmable keys on the keysets and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

### PROGRAM KEYS

**UP & DOWN** - Select the speed dial bin.

**KEYPAD** - Used to enter number.

**HOLD** - Press to clear entry.

**SPK/RLS** - Save data and advance to next program.

**A** - Does not have a function.

**B** - Inserts a FLASH.

**C** - Inserts a PAUSE.

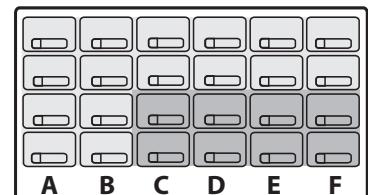
**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

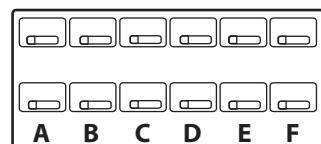
**F** - Changes display to speed dial name or number entry.

### DCS KEYSETS [NOT SUPPORTED ON OFFICESERV 7100]

#### 24 BUTTON KEYSET PROGRAMMABLE KEYS LAYOUT

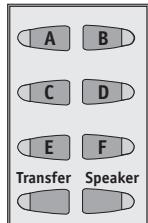


#### 12 BUTTON KEYSET PROGRAMMABLE KEYS LAYOUT

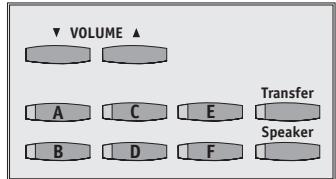


## iDCS KEYSETS

8D KEYSET PROGRAMMABLE KEYS LAYOUT

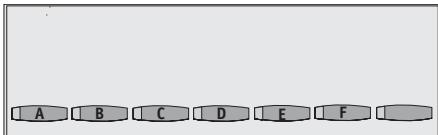


28D KEYSET, 18D KEYSET PROGRAMMABLE KEYS LAYOUT

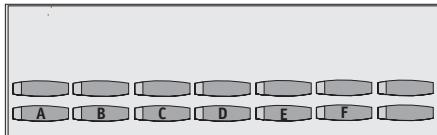


## DS 5000 SERIES KEYSETS

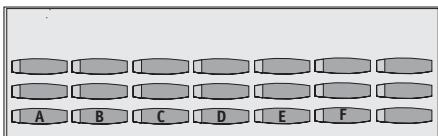
7S KEYSET PROGRAMMABLE KEYS LAYOUT



14D KEYSET PROGRAMMABLE KEYS LAYOUT



21D KEYSET PROGRAMMABLE KEYS LAYOUT



## SMT-i SERIES KEYSETS

SMT-i3105



SMT-i5210



SMT-i5220



SMT-i5230



SMT-i5243



Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **705**  
Display shows the first number
2. Dial the speed bin desired (e.g., **505**) OR  
press **UP** or **DOWN** to choose and  
press the right soft key to move the cursor
3. Enter the access code (e.g., **9**—the system  
will automatically insert a dash) followed by  
the phone number (up to 24 digits long)  
and press the right soft key to return to  
step 2
4. Press the **F** key to toggle to [Program System Speed Dial Names](#), step 3 to  
enter the name
5. Press **TRSF** to store and exit  
programming OR press **SPK** to store  
and advance to the next program

#### DEFAULT DATA: NO SPEED NUMBERS ASSIGNED

#### DISPLAY

SYS SPEED DIAL  
**500:**

SYS SPEED DIAL  
**505:**

SYS SPEED DIAL  
**505:9-121223456789**

SYS SPEED NAME  
**505:**

## PROGRAM SYSTEM SPEED DIAL NAMES

This program is used to assign a character name or identification for each system speed dial location. This name enables you to locate the speed dial number when you are using the directory dial feature. You may assign a name 11 characters long.

#### PROGRAM KEYS

**UP & DOWN** - Used to scroll through speed dial bins.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**SPK** - Used to store data and advance to next program.

**HOLD** - Used to clear previous entry.

#### ACTION

1. Press **TRSF** and then **706**  
Display shows the first name
2. Dial the system speed number (e.g., **505**)  
OR press **UP** or **DOWN** to select the entry  
number and press the right soft key to  
move the cursor
3. Enter the name as shown in [Program Station Names](#) and press the right soft  
key to return to step 2 OR press the  
**F** key to toggle to the speed dial number  
to return to [Program System Speed Dial  
Names](#), step 4
4. Press the right soft key to return to step 2  
above OR press **TRSF** to store and exit  
programming OR press **SPK** to store and  
advance to the next program

#### DISPLAY

SYS SPEED NAME  
**500:**

SYS SPEED NAME  
**505:**

SYS SPEED NAME  
**505:SAMSUNG**

# PROGRAM PERSONAL SPEED DIAL NUMBERS FOR OTHER STATIONS

Individual station users can program their own numbers, but in cases where this is not practical, or for single line telephone users, this program allows a system administrator to view or change any station's speed dial numbers. The station speed dial codes are 00–49 or 000–049. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten (up to a maximum of fifty numbers).

Each speed dial number consists of a line access code and the telephone number to be dialed. The access code can be any line group, individual line, station group or individual extension. The speed dial number can be up to 24 characters long including **\***, **#**, **FLASH** and **PAUSE**.

NOTE: If Least Cost Routing (LCR) is used, the LCR access code must be entered.

When you are entering a speed dial number, there are some special keys that you will need to use. These are the bottom row of programmable keys on the LCD 12B and LCD 24B keysets and are known as keys **A**, **B**, **C**, **D**, **E** and **F**.

## PROGRAM KEYS

**UP & DOWN** - Scrolls through extension numbers and speed dial bins.

**KEYPAD** - Used to enter number.

**HOLD** - Press to clear entry.

**A** - Does not have a function.

**B** - Inserts a **FLASH**.

**C** - Inserts a **PAUSE**.

**D** - Changes the dialing type from pulse to tone.

**E** - Hides and displays digits.

**F** - Changes display to speed dial name or number entry.

[Refer to Programmable Keys Layout in the Program System Speed Dial Numbers.](#)

Open customer programming and follow the instructions below.

## ACTION

1. Press **TRSF** and then dial **105**  
Display shows
2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press the left soft key to go to step 4
3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected
4. Dial the location number (e.g., **05**) OR press **UP** or **DOWN** to select the location and press the right soft key to move the cursor OR press the left soft key to return to step 2
5. Enter the trunk access code (e.g., **9**) followed by the number to be dialed (e.g., **4264100**) OR press the right soft key to return to step 2 OR press the left soft key to return to step 3 OR press **HOLD** to clear an entry (if an error is made, use the **DOWN** key to step back)
6. Press the **F** key to access [Program Station Speed Dial Names](#) OR press **TRSF** to save and exit programming OR press **SPK** to save and advance to the next program

## DISPLAY

[201] SPEED DIAL  
00 :

[205] SPEED DIAL  
00 :

[205] SPEED DIAL  
SPDBLK NOT EXIST

[205] SPEED DIAL  
05: \_

[205] SPEED DIAL  
05 : 9-4264100\_

**DEFAULT DATA: NO SPEED DIAL NUMBERS PROGRAMMED**

# PROGRAM PERSONAL SPEED DIAL NAMES FOR OTHER STATIONS

Each individual station user can program his/her own names but in cases where it is impractical or for single line telephone users, this program allows a system administrator to view or change any station's speed dial names. The station speed dial codes are 00–49. Each station begins with ten numbers (00–09) and can be assigned more in blocks of ten up to a maximum of fifty numbers.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll through extension numbers and speed dial bins.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**SPK** - Used to store data and advance to next program.

**HOLD** - Used to clear previous entry.

**ANS/RLS** - Used to select ALL.

## ACTION

1. Press **TRSF** and then dial **106**

Display shows

2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor

3. If the selected station has no speed dial bins, this display will be shown and a new station may be selected

4. Dial the speed dial location (e.g., **05**) OR use **UP** or **DOWN** to scroll through the location numbers and use the right soft key to move the cursor OR press the left soft key to return to step 2 above

## DISPLAY

[201] SPEED NAME  
00 :

[205] SPEED NAME  
00 :

[205] SPEED DIAL  
SPDBLK NOT EXIST

[205] SPEED NAME  
01:\_\_

5. Enter the name using the procedure in [Program Station Names](#) and press the right soft key to return to step 2 OR press the left soft key to return to step 3

6. Press the **F** key to access *Program Personal Speed Dial Numbers for Other Stations* OR press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[205] SPEED NAME  
01: SAM SMITH

# CREATE PROGRAMMED STATION MESSAGES

The programmed station message feature lets you set a message at your phone to notify users with Display Phones that you may be out of town. This way, when Display Phone users call their display will show "OUT OF TOWN" and they will know why you do not answer.

The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems allow 15 messages to be programmed in the system list in MMC 715 and each station can program 5 messages individually.

## PROGRAM KEYS

**UP & DOWN** - Select the message number.

**KEYPAD** - Used to enter characters.

**HOLD** - Press to clear entry.

Open customer programming and follow the instructions below.

## ACTION

1. Press **TRSF** and then dial **715**  
Display shows the first message

2. Dial in the message number (e.g., **11**) OR press **UP** or **DOWN** to scroll through the messages and press the right soft key to move the cursor

## DISPLAY

PGM.MESSAGE (01)  
GIVE ME THE CALL

PGM.MESSAGE (16)  
EMPTY MESSAGE

- Enter in the message using the procedure in [Program Station Names](#) and press the right soft key to return to step 2 above

- Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

## SET ALARM/APPOINTMENT REMINDER WITH MESSAGE

Keyset users can set their own alarms but standard telephone users cannot. The system administrator can set alarm/appointment reminders for other stations in the system.

### PROGRAM KEYS

**UP & DOWN** - Scroll through extensions.

**HOLD** - Press to clear data.

**KEYPAD** - Used to enter data.

Open customer programming and follow the instructions below.

### ACTION

- Press **TRSF** and then dial **116**  
Display shows
- Dial the station number (e.g., **205**) OR press **UP** or **DOWN** to select the station and press the right soft key to move the cursor OR press **ANS/RLS** to select all stations
- Dial **1-3** to select the alarm (e.g., **2**) OR press **UP** or **DOWN** to select the alarm and press the right soft key to move the cursor OR press the left soft key to return to step 2
- Enter the alarm time in 24 hour clock format (e.g., **1300**) and the display will automatically advance to step 5

PGM.MESSAGE (16)  
IN THE SHOWROOM

- Enter the alarm type from the list above OR press **UP** or **DOWN** to select the alarm type and press the right soft key to move the cursor

- Enter the messages using the procedure in [Program Station Names](#) and press the right soft key to return to step 2

- Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

[205]ALM REM (2)  
HHMM:1300DAILY

[205]ALM REM (2)  
TAKE MEDICATION

### DISPLAY

[201]ALM REM(1)  
HHMM: NOTSET

[205]ALM REM(1)  
HHMM: NOTSET  
OR

[ALL]ALM REM(1)  
HHMM: NOTSET

[201]ALM REM(1)  
HHMM: NOTSET

[205]ALM REM (2)  
HHMM:1300NOTSET

## MANAGING KEY ASSIGNMENTS

You can view station key assignments and add extenders to some of the programmable keys for easy one touch operation of frequently used features.

An extender is a number that makes an otherwise general key very specific. Adding the digit "4" to a **PAGE** key defines this key for paging zone four. Adding "225" to a directed pickup key will define this key as pickup for extension 225 only. The key must already be assigned by the installing technician.

This program is used to assign extenders. Some common keys that require extenders are:

KEY	DESCRIPTION	EXTENDER
<b>BOSS</b>	Boss/Secretary	(1-4)
<b>DP</b>	Direct Pickup	(Extension number or station group number)
<b>DS</b>	Direct Station	(Any extension number)
<b>FWRD</b>	Call Forwarding	(0-7)
<b>GPIK</b>	Group Pick-Up	(01-20)
<b>IG</b>	In/Out of Group	(Any group number you are part of)
<b>MMPG</b>	Meet Me Page	(0-9, *)
<b>PAGE</b>	Page	(0-9, *)
<b>PARK</b>	Park (orbits)	(0-9)
<b>RP</b>	Ring Plan	(1-6), HOLD for none
<b>SPD</b>	Speed Dialing	(00-49, 500-999)
<b>PMSG</b>	Programmed Messages	(01-30) [Only 20 on the OS7100]
<b>DIR</b>	Directory	PERS (1), SYS (2) or STN (3)
<b>VT</b>	Voice Mail Transfer	Voice Mail Group Number

**SG**.....Station Group .....**501-509** for the OfficeServ 7030  
**501-519** for the OfficeServ 100,  
OfficeServ 7100, OfficeServ 7200-S  
**501-539** for the OfficeServ 500 M  
**501-579** for the OfficeServ 500 L  
**501-539** for the OfficeServ 7200  
**501-579** for the OfficeServ 7400

#### PROGRAM KEYS

**UP & DOWN** - Select the extension number.

**KEYPAD** - Used to enter extender codes.

**HOLD** - Used to clear the displayed data.

Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **107**  
Display shows the first station

2. Dial the station number (e.g., **205**) OR use  
UP or DOWN to scroll through the station  
numbers and press the right soft key to  
move the cursor

3. Enter the key number (e.g., **18**) OR use  
**UP** and **DOWN** to scroll through the keys  
and use the right soft key to move the  
cursor OR press the key to be programmed

4. Dial the extender according to the list  
above and the system will display your  
selection

If there are no more entries, press  
the left soft key to return to step 2

5. Press **TRSF** to store and exit programming  
OR press **SPK** to store and advance to the  
next program

#### DISPLAY

[**201**] KEY EXTEND  
**01:CALL1**

[**205**] KEY EXTEND  
**01:CALL1**

[**205**] KEY EXTEND  
**18:DS**

[**205**] KEY EXTEND  
**18:DS207**

## PROGRAMMING ACCOUNT CODES

This program is used to add or change account code entries.

#### PROGRAM KEYS

**KEYPAD** - Used to enter the account code (allowable digits 0-9).

**UP & DOWN** - Used to select entry number.

**FLASH & TRSF** - Used to view and change only the used entries.

**SPK/RLS** - Used to clear data.

Open customer programming and follow the instructions below.

#### ACTION

1. Press **TRSF** and then dial **708**  
Display shows

2. Dial the account code entry (e.g., **005**)  
OR press **UP** or **DOWN** to select the  
entry number and press the right soft  
key to move the cursor

3. Enter the account code via the dial pad,  
e.g., **1234** (maximum of 12 digits) and  
press the right soft key to move the  
cursor back to step 2

4. Press **TRSF** to store and exit pro-  
gramming OR press **SPK** to store and  
advance to the next program

#### DISPLAY

ACCOUNT CODE  
**(001)**

ACCOUNT CODE  
**(005)**

ACCOUNT CODE  
**(005)123456789012**

# STATION TIMERS

Each station can have five timers customized for them to accommodate station users with individual work habits. These timers are as follows:

## NO ANS FWD No Answer Forward

This is the amount of time a call will ring at a station before it forwards to the Forward No Answer destination. The default is 15 seconds and the range is 000 to 250 seconds. Make sure that this timer is not set to a greater value than the transfer recall timer or transferred calls will not forward.

## DTMF DUR. DTMF Duration

This is the duration of DTMF tones sent to an analog voice mail port. The default duration is 100 milliseconds and the range is 0100 to 9900 milliseconds.

## F-DGT DELY First Digit Delay

This is the time the system will wait before sending DTMF digits to a voice mail port. The default time is 600 milliseconds and the range is from 100 to 9900 milliseconds.

## OFFHK SEL. Off Hook Select

This timer controls the delay between going off hook (lifting the handset) and the off hook select destination being called. The default duration is 10 seconds and the range is from 000 to 250 seconds.

## EFWD DELAY External Forward Delay

This is the time that a station will ring before a call forwards to the external call forward destination. The default duration is 10 seconds and the range is 1 second to 250 seconds.

Open customer programming and follow the instructions below.

## PROGRAM KEYS

**KEYPAD** - Used to set timer values.

**UP & DOWN** - Used to select extension number.

**SPK/RLS** - Save data and advance to next program.

## ACTION

1. Press **TRSF** and then dial **502**  
Display shows

## DISPLAY

[201] NO ANS FWD  
010 SEC

2. Dial the station number (e.g., **205**) OR press **UP** or **DOWN** key to select the station and press the right soft key OR press **ANS/RLS** to select all stations and press the right soft key

[205] NO ANS FWD  
010 SEC  
OR  
[ALL] NO ANS FWD  
010 SEC

3. Press **UP** or **DOWN** key to select the station timer and press the right soft key

[205] DTMF DUR.  
0100 MS→

4. Enter the new value via the dial pad, e.g., **0300** and the system will return to step 2

[205] DTMF DUR.  
0100 MS→0300

5. Press **TRSF** to store and exit programming OR press **SPK** to store and advance to the next program

# ADDING NAMES TO THE TRANSLATION TABLE

This program allows the system administrator or technician to associate a CID or ANI number received from the Central Office with a name programmed in this translation table. If there is no match between a received number and a name in this table, [no CID name] or [no ANI name] will be displayed.

The translation table consists of **1000** entries in the **OfficeServ 500 M** and **OfficeServ 7100**, and **OfficeServ 7200** and **OfficeServ 7400** systems or **2000** entries in the **OfficeServ 500 L** system or **500** entries in the **OfficeServ 100** system with each entry comprised of a ten digit telephone number and a 16 digit name. [See Program Station Names.](#)

Open customer programming and follow the instructions below.

## PROGRAM KEYS

**UP & DOWN** - Used to scroll through options.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**SPK** - Used to store data and advance to next MMC.

**HOLD** - Used to clear previous entry.

## ACTION

1. Press **TRSF** and then dial **728**  
Display shows first entry
2. Dial entry number (e.g., **005** or **0005**)  
OR use **UP** and **DOWN** to scroll  
through entries and press right  
soft key to select entry
3. Enter telephone number and press  
right soft key to advance to name entry  
OR enter telephone number and press  
left soft key to return to step 2 above
4. Enter the name using the method  
in [Program Station Names](#)  
and press right or left soft key to  
return to step 2 above  
OR press **SPK** to save and advance  
to next MMC OR press **TRSF** to  
save and exit programming

**DEFAULT DATA: NONE**

## DISPLAY

TRANSLATION: (001)  
DIGIT:

TRANSLATION: (005)  
DIGIT: \_

TRANSLATION: (005)  
DIGIT: 3054264100

TRANSLATION: (005)  
SAMSUNG TELECOM

## HOLIDAY

This program provides the ability to set as many as 20 different holidays. Each holiday will override the System Operating Mode for that particular date with a programmed ring plan.

### PROGRAM KEYS

**UP & DOWN** - Used to scroll through options.  
**KEYPAD** - Used to enter selections.  
**SOFT KEYS** - Move cursor left and right.  
**HOLD** - Used to clear an entry.

## ACTION

1. Press **TRSF** and then dial **512**  
Display shows Holiday 1
2. Press the **RIGHT** soft key to advance cursor.  
Press **UP** or **DOWN** key to select a month.  
or use the dial pad to enter  
a **month** number (e.g., 12).
3. Press **UP** or **DOWN** key to select a day and  
press **RIGHT** soft key to advance cursor  
or use the dial pad to enter a **day** number.
4. Press **UP** or **DOWN** to select a ring plan  
and press **RIGHT** soft key to advance cursor  
or use the dial pad to enter a **ring plan**  
number (e.g., 4).
5. Press **UP** or **DOWN** key to select a voicemail  
ring mode and press **RIGHT** soft key to  
advance cursor or use the dial pad to enter  
a **ring mode** number (e.g., 15).
6. Press **TRSF** to store and exit  
programming OR press **SPK** to store  
and advance to the next program

## DISPLAY

:MM/DD :RP:VM  
01: / : :

:MM/DD :RP:VM  
01:\_ / : :

:MM/DD :RP:VM  
01:12:\_ : :

:MM/DD :RP:VM  
01:12/31 :\_ :

:MM/DD :RP:VM  
01:12/31 :4 :\_

:MM/DD :RP:VM  
01:12/31 :4 :15

## CUSTOMER SET RELOCATION

This program is used to swap information associated with two stations. All assignments such as trunk ring, station group, station COS, station speed dial etc. will follow this program. 18 button keysets and 28 button keysets can be exchanged. If incompatible set types are selected the system will provide an ERROR: NO MATCH message. 18 button and 28 button key assignments should be taken in consideration when relocating these type of sets. The table below shows which phones can be switched with each other.

NOTE: In order to use this program it must first be activated by a technician. Please see your installing company to have this done if you wish to use this program. Set Relocation does not apply to ITP/SMT-i Series phones.

### PROGRAM KEYS

**UP & DOWN** - Used to scroll through options.

**KEYPAD** - Used to enter selections.

**SOFT KEYS** - Move cursor left and right.

**SPK** - Used to store data and advance to next program.

**HOLD** - Used to clear previous entry.

**ANS/RLS** - Used to select ALL.

### ACTION

1. Press **TRSF 315**

Display shows

2. Enter first station number (e.g., **202**)

Press **RIGHT** soft key to move cursor

3. Enter second station number (e.g., **210**)

Press **RIGHT** soft key to enter data

4. Display will return to **STEP 1**

Go to **STEP 2**

OR press **TRSF** to store and exit programming.

### DISPLAY

SET RELOCATION  
EXT \_ EXT

SET RELOCATION  
EXT 202 EXT \_

SET RELOCATION  
EXT 202 EXT 210

SET RELOCATION  
EXT \_ EXT

CUSTOMER SET RELOCATION ALLOW TABLE									
	Single Line	DCS*, DS & iDCS 64 AOM	iDCS 8B	iDCS 18B	iDCS 28B	DS5021D	DS5014D	DS5007S	
Single Line	YES	NO	NO	NO	NO	NO	NO	NO	NO
DCS*, DS & iDCS 64 AOM	NO	YES	NO	NO	NO	NO	NO	NO	NO
iDCS 8B	NO	NO	YES	NO	NO	NO	NO	NO	NO
iDCS 18B	NO	NO	NO	YES	YES	NO	NO	NO	NO
iDCS 28B	NO	NO	NO	YES	YES	NO	NO	NO	NO
DS5021D	NO	NO	NO	NO	NO	NO	YES	NO	NO
DS5014D	NO	NO	NO	NO	NO	NO	NO	YES	NO
DS5007S	NO	NO	NO	NO	NO	NO	NO	NO	YES

[DCS Keysets and 32 button AOM not supported on the OS 7100].

## SYSTEM MAINTENANCE ALARMS

The OfficeServ 100, OfficeServ 500, and OfficeServ 7000 systems provide a feature that self-checks for any failures. If a failure does occur in the software or hardware, a fault error will be generated and buffered to an alarm report. During an alarm state every phone with an assigned **SYSTEM ALARM** button will ring and cause the **SYSTEM ALARM** button to flash amber. A phone with a display should be used so that the alarm information can be viewed. When an alarm occurs, the user can press the **SYSTEM ALARM** button to view and scroll through the alarms. This will silence the audible part of the alarm, but the **SYSTEM ALARM** button will continue to flash until your Service Company views and clears the alarms in the alarm report located in the system software.

## NOTES

## FEATURES AND SPECIFICATIONS

The OfficeServ telephone systems have preset (default) feature access codes that use the following number plan. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

0	Call attendant or system operator	55 + 9	Page all external zones
10 + xxx	Retrieve parked calls	55 +	All page
11	Put calls on and take calls off hold	56	Meet me answer
12 + xxx	Retrieve calls on hold at another station	57	Alarm sensor clear
13	Door lock release	58	DISA alarm clear
16 + xxx	Make speed dial calls	59	Walking class of service
17	Save number and redial it	600	Cancel all call forwarding
18	Recall dial tone for new call	601 + xxx	Set forward all calls
19	Last number redial	602 + xxx	Set forward busy
2xx or 2xxx	Extension numbers	603 + xxx	Set forward no answer
3xx or 3xxx	Extension numbers	604 + xxx	Set fwd busy/no answer
400	Cancel do not disturb	605 + xxx	Set forward on DD
401	Set do not disturb	606 + xxx	Set forward follow me
41	Set message no ring	65	Directed call pickup
42 + xxx	Cancel message	66	Group call pickup
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55 + 0	Page internal zone zero		
55 + 1	Page internal zone 1		
55 + 2	Page internal zone 2		
55 + 3	Page internal zone 3		
55 + 4	Page internal zone 4		
55 + 5	Page external zone 1		
55 + 6	Page external zone 2		
55 + 7*	Page external zone 3		
55 + 8*	Page external zone 4		

\*External zone 3 and 4 not available on the OfficeServ 7100.





**OfficeServ™**

Standard Telephone  
User Guide

## **STANDARD TELEPHONE USER GUIDE**

for  
OfficeServ™ 100, OfficeServ™ 500  
and OfficeServ™ 7000 Series

*December 2009*

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## **ABOUT THIS BOOK**

This booklet provides instructions for using an industry standard single line telephone set with the OfficeServ 100, OfficeServ 500, and OfficeServ 7000 Series systems. A variety of single line sets from many different manufacturers are available. Check with your service and installation company to ensure proper operation with the OfficeServ 100, the OfficeServ 500 and the OfficeServ 7000 Series systems.

Please take the time to study this guide and to become familiar with the operation of your standard telephone. Keep it handy. You may need to look up instructions for infrequently used features.

Learning to use your telephone correctly will make everyday telephone communications a breeze.

This book is written based on the factory default settings for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

Lifting the handset on your telephone will provide the OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems with dial tone. This is also referred to as internal or intercom dial tone. To get an outside line from the telephone company, dial an access code, usually the digit **9**. To call another station in your system, simply dial its extension number. See your system directory list for other access codes and extension numbers.

## HOOKFLASH

Throughout this guide, you will see references to "hookflash." A hookflash is a momentary operation of the hookswitch required for a feature operation. Some telephones have a **FLASH** key. This key may be pressed instead of the hookswitch.

## C.O. LINES

Lines from the telephone company are "C.O. lines." Calls on these lines are referred to as "outside calls." These C.O. lines are accessed by dialing an access code. For example, dial **9** to get a local outside line or dial **800-8XX** for other line groups. Each line in the system is numbered beginning with 701, and then 702, 703, etc. To get a specific line, dial its three digit line number. If Least Cost Routing (LCR) is programmed into the system, you will only be required to dial **9**.

## DISTINCTIVE RINGING

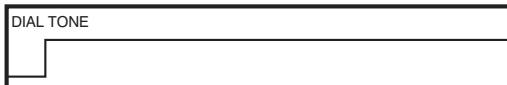
The OfficeServ 100, the OfficeServ 500, and the OfficeServ 7000 Series systems provide distinctive ring patterns to your phone:

- Outside calls have a single ring tone repeated.
- Intercom calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

## SYSTEM TONES

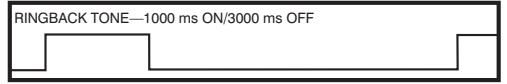
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



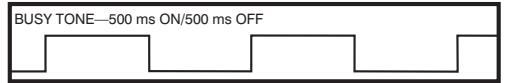
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



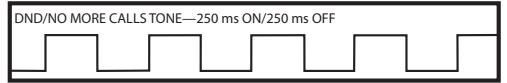
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



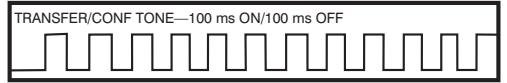
CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.



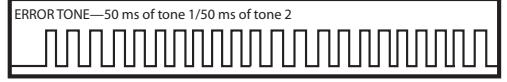
CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.



FOR ONE SECOND  
(programmable)

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.



FOR THREE SECONDS

# OUTSIDE CALLS

## MAKING AN OUTSIDE CALL

- Lift the handset and receive internal dial tone.
- Dial a C.O. line or line group access code.
- Receive outside dial tone and then dial the telephone number.
- Finish the call by replacing the handset.

If your system is programmed to require an authorization code before making a call:

- Dial **\*** and a valid code. You will hear confirmation tone, followed by dial tone.
- Select a C.O. line.

If your system is programmed to require an account code before making a call:

- Dial **47** and a valid code.
- Hookflash and receive transfer tone. Select a C.O. line.

For more information see your system administrator.

## ANSWERING AN OUTSIDE CALL

- Lift the handset. You are automatically connected to the ringing call.
- Finish the call by replacing the handset.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67**. This device can operate in any system ring mode.

## SENDING A FLASH

While you are on an outside call, hookflash, receive transfer tone and dial **49** to send a flash to the telephone company. This may be required for some custom calling features or CENTREX lines.

Note: Flash is not available on an ISDN circuit.

## RECALL DIAL TONE

Hookflash and then dial **18** to disconnect your outside call and receive telephone company dial tone for a new call.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you select an outside line:

- While on that call, hookflash, receive transfer tone and dial **44**.
- When the line becomes free, the system will call you back.
- Lift the handset, receive dial tone and dial the telephone number or the speed dial number again.

NOTE: A callback will be canceled if it is not answered within 30 seconds.

## INTERCOM CALLS

### CALLING OTHER STATIONS

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer.
- If you hear several brief tone bursts instead of ringback tone, the station you called is set for Voice Announce or Auto Answer.
- Begin speaking immediately after the tone.
- Finish the call by replacing the handset.

### ANSWERING INTERCOM CALLS

- Lift the handset and you are automatically connected to the ringing call.
- Finish the call by replacing the handset.

### BUSY STATION CALLBACK

When you call another station and you receive a busy signal:

- Hookflash, receive transfer tone, dial **44**, receive transfer tone and hang up.
- When the busy station becomes free, your telephone will ring.
- Lift the handset to automatically call the now idle station.

NOTE: You have 30 seconds to answer or the callback will be canceled.

### BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

- Hookflash, receive transfer tone and dial **45**.
- The called station will receive off-hook ring or camp-on tone.
- You will hear ringback tone.
- Wait for the called party to answer.

The called station must release its first call or put it on hold before answering your camp-on.

### CALLING YOUR SYSTEM OPERATOR

- Lift the handset and dial **0** to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

# CALL PROCESSING

## HOLDING CALLS

- When you are connected to any call, hookflash, receive transfer tone and dial **11**. The call will now be on hold. You may now make or receive a second call.
- To take the caller off hold, lift the handset and dial **11**. You are now connected to the call. You may resume your conversation.

NOTE: A standard telephone can put only one call on hold at a time.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, the call will recall your station.

- When your phone rings, lift the handset to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the operator group.

## RETRIEVING CALLS ON HOLD AT ANOTHER STATION

When a line is on hold at any other station:

- Lift the handset and dial **12** plus the extension number of the station that placed the call on hold—**OR**—dial **12** plus the line number if you know what it is.

## CONSULTATION HOLD

When you are speaking on an outside line and it is necessary to consult with another extension:

- Hookflash and receive transfer tone. Your call is placed on transfer hold.
- Dial an extension number.
- Consult with the internal party.
- Hookflash to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the hookflash will flip-flop between the outside and inside parties (except if the destination station is set for Auto Answer or Voice Announce, or the system has Transfer Cancel activated).

## TRANSFERRING CALLS

Transfer is used to send any call to another extension in one of two ways. You can perform a screened transfer by informing the other extension who is calling or you can perform a blind transfer without notification.

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear ringing—**OR**—wait for the party to answer and advise the party of the call and then hang up. If the transfer is refused, you will be reconnected to the outside line when the station hangs up or you can hookflash to return to the outside party.

NOTE: After the inside party answers, you may alternate back and forth between the parties by hookflashing.

## TRANSFER WITH CAMP-ON

When you are transferring a call to another station and it is busy, you may camp the call on to this station:

- While you are speaking on a call, hookflash to receive transfer dial tone and then dial an extension number. Your call is automatically put on transfer hold.
- Hang up when you hear a busy signal. The called party will be alerted that a call is waiting.

## TRANSFER CANCEL

If this feature has been activated on your system the Consultation Hold feature will not work. Instead, when you hookflash to return to the outside party after initiating a transfer, the internal party will be dropped allowing you to transfer the call to another destination. This is especially useful if the party you originally tried to transfer to was busy or did not answer.

## TRANSFER RECALL

All calls that you have transferred (screened, unscreened and camped-on) will automatically recall to your station if they are not answered in a pre-programmed period of time.

## CALL WAITING

If an outside call has been camped-on to your phone or another station is camped-on to you:

- You will receive camp-on tone indicating another call is waiting.
- Hookflash and then dial **11** to put the first call on hold.
- Hang up and the waiting call will ring.
- Lift the handset to answer.
- Complete this call by transferring it or hanging up.
- Lift the handset and then dial **11** to return to your first call.

## SETTING UP A CONFERENCE

You may conference five parties (you and four other parties) in any combination of outside lines and internal stations in any order.

- While you are engaged in a conversation, hookflash, receive transfer tone and dial **46**. You will receive conference tone.
- Make another call, either intercom or outside.
- After the called party answers, hookflash and receive conference tone.
- Make another call—**OR**—hookflash to join all parties.
- Repeat as necessary.

To drop a party from your conference call:

- Hookflash, receive confirmation tone and dial the extension or line number that is to be dropped.
- Receive conference tone and dial **46** to rejoin the other parties.

NOTES: To leave the conference, hang up. Control will be passed to the first internal station that was added. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, follow the instructions to drop a party and use your extension number. When the parties on the outside lines hang up, the lines will release automatically, proceeding disconnect supervision is supplied by the telephone company.

## FORWARDING YOUR CALLS

You may forward your calls to other stations or groups of stations. When they are programmed, Forward All Calls will have priority over Forward Busy and Forward No Answer conditions.

To clear all call forward conditions set at your station, lift the handset and dial **600**.

NOTE: It is not necessary to clear call forwarding to change your selection; simply enter a new forward command.

## FORWARD ALL CALLS

To forward all of your calls to another station:

- Lift the handset and dial **601** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward All Calls, lift the handset and dial **600—OR—**dial another forward code, e.g., **604**.

## FORWARD BUSY

To forward calls to another station when you are on the phone:

- Lift the handset and dial **602** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **604**.

## FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Lift the handset and dial **603** followed by the destination you want your call to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

To cancel Forward No Answer, lift the handset and dial **600—OR—**dial another forward code, e.g., **604**.

## FORWARD NO ANSWER/BUSY

To forward calls to another station when you do not answer or when you are on the phone:

- Lift the handset and dial **604**.
- Receive confirmation tone and hang up.

NOTE: This option will only work if Forward No Answer and Forward Busy destinations are already programmed.

To cancel Forward No Answer/Busy, lift the handset and dial **600—OR—**dial another forward code, e.g., **601**.

## FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

- Dial **606** plus your extension number.
- Receive confirmation tone and hang up.

If you want a specific extension's calls forwarded to your phone (Remote Call Forward):

- Dial **606** plus the desired extension number.
- Receive confirmation tone and hang up.

To cancel Forward Follow Me, lift the handset and dial **600**—OR—dial another forward code, e.g., **601**.

## FORWARD DND

To forward your phone when you activate DND.

- Dial **605** followed by the destination you want your calls to forward to. This can be an internal (within your system) or external (outside your system such as a cell phone) number.
- Receive confirmation tone and hang up.

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station:

- Lift the handset and dial **65** plus the extension number of the ringing phone.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group:

- Lift the handset and dial **66** plus the desired group number.

### GROUP NUMBERS

01-10	OfficeServ 7030
01-20	OfficeServ 100, OfficeServ 7100 and OfficeServ 7200-S
01-99	OfficeServ 500 M
01-99	OfficeServ 500 L
01-99	OfficeServ 7200 and OfficeServ 7400

NOTE: Station and group pickup features cannot be used to answer recalls to a station, only new ringing calls and operator recalls.

## DIALING FEATURES

### SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500–999 or from your personal list of numbers 00–49.

- Lift the handset and dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: Your system may be set for 950 system wide numbers. If so the system speed dial access codes are 050~999 and the station speed dial codes are 000~049.

### PROGRAMMING PERSONAL SPEED DIAL NUMBERS

To program personal speed dial numbers:

- Lift handset to go offhook.
- Dial **15105** the next available speed dial bin number (e.g. **01**), a trunk or trunk group number and your speed dial digits.
- Listen for system dial tone and replace handset.

NOTE: It is much easier to have your System Administrator program these for you.

### LAST NUMBER REDIAL

To redial the last telephone number you have dialed:

- Lift the handset and dial **19**.

NOTE: Redial does not apply to intercom calls.

### SAVE NUMBER WITH REDIAL

To save the number you have just dialed for later use:

- Before hanging up, hookflash, receive confirmation tone and dial **17**.

To redial this saved number at any time:

- Lift the handset and dial **17**. This step will select the same line and dial the number for you.

This telephone number is stored in memory until you save another. When you do, the new number will be saved and the old number will be erased.

NOTE: Save Number does not apply to intercom calls.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press **#**. All digits dialed after the **#** will be sent as tones.

## PAGING AND MESSAGING

### MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers in the idle condition:

- Lift the handset.
- Dial **55** plus zone number **0, 1, 2, 3** or **4**.
- After the brief attention tone, make the announcement.

### MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Dial **55** plus zone number **5, 6, 7** or **8**—**OR**—dial **55** plus **9** to page all external zones.
- After the brief attention tone, make the announcement.

### ALL PAGE

To page all designated keysets in internal zone 0 and all external zones at the same time:

- Lift the handset and dial **55** plus **\***.
- After the brief attention tone, make the announcement.

### MEET ME PAGE/ANSWER

- Make a page by dialing **54** plus any zone and instruct the paged person to dial **56**.
- After completing the page, hookflash and remain off-hook until the paged person dials **56** from any phone. The paged person will be automatically connected with you.

### CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call and page the requested party:

- While in conversation, hookflash and dial **55**. The call is automatically parked at your station.
- Dial the desired page zone and make the announcement. Be sure to include your station number, for example, "Mr. Smith, park 201."

## RETRIEVING A PARKED CALL

To retrieve a call that has been parked for you:

- Lift the handset.
- Dial **10** plus the station number that was announced. You will be connected to the parked call.

## SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can set a message indication at that station. The **MESSAGE** key on keysets will flash and standard telephones will receive special dial tone and light their message lamp if their phone is equipped with one and they are on a 16DSL card.

- Hookflash and dial **43**.
- Receive confirmation tone and hang up.

If the keyset you are calling is in the Auto Answer mode, you must use the following procedure:

- Hang up for at least two seconds.
- Lift the handset.
- Dial **41** plus the extension number.
- Receive confirmation tone and then hang up.

NOTE: A station can have up to and including five message indications. If you receive dial tone instead of confirmation tone, there are already five messages at this station. Try again later.

## RETURNING MESSAGES

When you see your message indicating lamp flashing if your phone is equipped with one and your phone is connected to an 8MWSLI or a 16 MWSLI card or you lift the handset and receive special dial tone, another station has left a message for you. To return messages:

- Lift the handset.
- Dial **43**. The first station that left you a message will be called automatically. If it is not answered, your message indication will remain.
- Repeat the prior step until all messages have been returned in the order received.
- Dial tone will return to normal when all messages have been returned.

## CANCELING A MESSAGE

You can cancel a message indication that you have left at another station.

- Lift the handset.
- Dial **42** plus the extension number of that station.

To cancel all message indications left at your phone:

- Lift the handset and dial **42** plus your extension number.
- Replace the handset.

## PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you may leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Lift the handset and dial **48** plus any message code, **01-20** listed on the back of this user guide.
- Listen for confirmation tone and hang up.
- To cancel this message, lift the handset and dial **48** plus **00**.

# CONVENIENCE FEATURES

## DO NOT DISTURB

Use Do Not Disturb (DND) when you want to block calls to your keyset.

- Lift the handset and then dial **401**.
- To cancel DND, lift the handset and then dial **400**.

You are able to make calls while in the DND mode.

## ANSWERING THE DOOR PHONE

When your station is programmed to receive calls from the door phone:

- You will receive three short rings repeatedly.
- Lift the handset and you will be connected to the door phone.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## CALLING THE DOOR PHONE

### (ROOM MONITORING)

You can call the door phone and listen to what is happening outside or in another room.

- Lift the handset and then dial the extension number of the door box.
- You will be connected to the door phone. You can listen or have a conversation.
- If an electric door lock release is installed, hookflash, receive confirmation tone and dial **13** to release the lock.

## ACCOUNT CODES

When enabled, your system allows calls to be changed to different accounts. You can enter account codes either by dialing the full code or by entering an account code "bin number". The type of code used is set by your telephone system administrator. Codes can be entered at any one of the three different times:

To enter an account code before placing the call:

- Lift the handset and dial **47**.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).
- Receive confirmation tone and dial **9** and the telephone number.

To enter an account code by interrupting the conversation:

- While on an outside call perform a hookflash, receive confirmation tone, and dial **47**.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).
- Hookflash to return to the conversation.
- If you make an error, repeat the procedure with the correct code. Only the most recent account code dialed will be recorded.

To enter an account code after the outside party hangs up:

- Perform a hookflash, receive confirmation tone, and dial **47**.
- Dial the account code or bin number (bin numbers are 3 digits, account codes may be a maximum of 12 digits, and # may be used).

NOTE: If you wait for the outside party to hang up, you must complete this procedure within 10 seconds. You cannot repeat if an incorrect number is entered.

## IN/OUT OF GROUP

If your station is assigned to a hunt group, this feature will allow you to dial an **access code** plus the group number, e.g., **501**, plus **0** to temporarily prevent your station from receiving any group calls. You will still be able to receive calls that are dialed directly to your station. To reenter the group, dial an **access code** plus the group number, e.g., **501**, plus **1**.

## LOCKING YOUR STATION

	0 UNLOCKED	1 LOCKED OUTGOING Hold Button LED Flashes	2 LOCKED ALL CALLS Hold Button LED Solid
Make outside calls	YES	NO (ACCESS DENIED)	NO
Receive outside calls	YES	YES	NO
Make intercom calls	YES	YES	NO
Receive intercom calls	YES	YES	NO
Make 911 calls	YES	YES*	NO

To lock your phone from making outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **1**.
- Listen for system dial tone and replace handset. Your station is now locked from making outgoing calls.

Note\*: When 911 is programmed, 911 emergency dialing is allowed for a LOCKED OUTGOING station.

To lock your station from making both internal and outgoing calls:

- Lift handset to go offhook and dial **15100** plus your station passcode (default **1234**) then dial **2**.
- Listen for system dial tone and replace handset. Your station is now locked from making both internal and outgoing calls.

To unlock your phone:

- Lift handset to go offhook and dial **15100** plus your station passcode (default 1234) then dial **0**.
- Listen for system dial tone and replace handset. Your station is now unlocked.

## CHANGING YOUR STATION PASSCODE

To change your station user passcode:

- Lift handset to go offhook then dial **15101**
- Then dial your existing station passcode
- Then dial a new passcode (must be four digits)
- Listen for confirmation tone then replace the handset

## PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

## PERSONAL SPEED DIAL NUMBERS

CODE	NAME	TELEPHONE NUMBER
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		
41		
42		
43		
44		
45		
46		
47		
48		
49		

## NOTES

# NOTES

## FEATURES AND SPECIFICATIONS

### LINE GROUPS

9 Local/LCR  
800 \_\_\_\_\_  
801 \_\_\_\_\_  
802 \_\_\_\_\_

### STATION GROUPS

501 \_\_\_\_\_  
502 \_\_\_\_\_  
503 \_\_\_\_\_  
504 \_\_\_\_\_

### PAGING ZONES - DIAL 55 PLUS

0 All Internal Zones  
1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_  
4 \_\_\_\_\_  
5 \_\_\_\_\_  
6 \_\_\_\_\_  
7 \_\_\_\_\_  
8 \_\_\_\_\_  
9 All External Zones  
\*All External Zones and Internal Zone 0

### PROGRAMMED MESSAGES

01 In A Meeting  
02 Out On a Call  
03 Out To Lunch  
04 Leave A Message  
05 Page Me  
06 Out Of Town  
07 In Tomorrow  
08 Return Afternoon  
09 On Vacation  
10 Gone Home  
11 \_\_\_\_\_  
12 \_\_\_\_\_  
13 \_\_\_\_\_  
14 \_\_\_\_\_  
15 \_\_\_\_\_  
16\* \_\_\_\_\_  
17\* \_\_\_\_\_  
18\* \_\_\_\_\_  
19\* \_\_\_\_\_  
20\* \_\_\_\_\_

\*Programmed Messages 16~20 not available  
on OS 7030, 7100, and 7200-S.

### FEATURE ACCESS CODES

10 + xxx	Pick Up A Parked Call
12 + xxx	Pick Up A Held Call
HF-13	Door Lock Release
16 + xxx	Speed Dialing
17	Save And Redial Number
18	New Call (Recall)
19	Last Number Redial
400	Cancel Do Not Disturb
401	Set Do Not Disturb
42 + xxx	Cancel Message You Left
43	Return Message
HF-44	Callback
HF-45	Busy Station Camp-On
HF-46	Conference
HF-47	Account Code
48 + xx	Cancel Programmed MSG
HF-49	Send Flash To C.O. or PBX
56	Meet Me Answer
600	Cancel All Call Forward
601 + xxx	Set Forward All Calls
602 + xxx	Set Forward Busy
603 + xxx	Set Forward No Answer
604 + xxx	Set Fwd Busy/No Answer
605 + xxx	Set Forward on DND
606 + xxx	Set Forward Follow Me
65 + xxx	Pick Up Ringing Extension
66 + xx	Pick Up Group
67	Universal Answer
*	Authorization Code

Note: HF Indicates Hookflash.



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# OfficeServ™ Hospitality for the OfficeServ™ 7200 and OfficeServ™ 7400

## SYSTEM ADMINISTRATOR GUIDE

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## ABOUT THIS BOOK

This book contains instructions for the special Hotel / Motel features contained in your telephone system software. These features will generally be used by a front desk clerk to manage check in, check out, and various other room use related functions and by other employees to bill items to a room.

A copy of this guide should be kept in close proximity to any keyset that will be using some or all of these features as it will be a useful reference and staff training tool.

## CHECK IN / CHECK OUT

### CHECK IN / EXPRESS CHECK IN

There are three methods that can be used, by an administrator display keyset, when checking a guest into a room. It is possible to check a guest into a room, whether you know an available room number or not.

The **CHECK IN** or **XCHIN** key is utilized when an available room number is known. The **HOTEL** key is utilized when an available room number is NOT known.

When a guest is checked into a room, the guest's name may be assigned to the room (the name will automatically be erased when the room is checked out).

Pressing the **PRINT** key at the end of the check in procedure will print a room account summary (this can be used to verify proper application of credits, guest's name, room charge, taxes, etc.).

Print option not available when using Express Check In feature.

### CHECK OUT

There are two methods that can be used, by an administrator display keyset, to check a guest out of a room, these are the **CHECK OUT** key and the **HOTEL** key.

At check out a room status can be changed to **HOLD**, for late check out purposes. When a room is set as **HOLD**, the room charge will not automatically increment, but other room related services can still be billed (such as room service and phone calls).

Additionally, when the **CHECK OUT** key is pressed it is possible to request a printout of current room charges without checking the guest out (for reference purposes).

**NOTE:** Systems utilizing multiple phones in guest/meeting rooms, must check in/out each extension for proper billing. The system does not cross reference multiple extensions in the same room.

## CHECKING IN A GUEST WHEN YOU KNOW AN AVAILABLE ROOM NUMBER

### ACTION

1. Press **CHECK IN** or **XCHIN** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).
2. Enter your Staff ID CODE.
3. Enter the item code for the room (billing code).
4. Enter the room rate (Item Cost) you must enter 5 digits.
5. Press **ACCEPT** if the information in the display is correct or press **CHANGE** if the information is incorrect.
6. If the guest wishes to prepay for the room press the **CASH** soft key.
7. If the guest wishes to pay at check out press the **CREDIT** key.
8. [You may enter the guest's name \(up to 11 characters\) into the system, if desired, using the procedure described on page 7 of this booklet.](#)
9. Pressing **EXIT** will complete the check in procedure and return your telephone to idle.
10. Press **PRINT** to receive the initial room account summary.
11. If the guest wishes to prepay for the room, press the **CASH** soft key.

### DISPLAY

Enter Room  
NUMBER : XXXX

Enter Staff Code  
XXXX

Enter Item Code  
XX

Enter Item Cost  
XXX.XX

Rm : XXXX : XXX.XX  
ACCEPT CHANGE

Check In Room  
CREDIT CASH

Name :  
EXIT PRINT

Name : John Smith  
EXIT PRINT

Check In Room  
CREDIT CASH

12. Select if the cash deposit is to be applied to the cost of the room or to phone calls. The deposit type not selected may be accessed by using the **CREDIT** key after the check in procedure is completed.  
See pages 12 and 13.

13. Enter the amount of the deposit, you must enter 5 digits.

14. Press **ACCEPT** if the information shown is correct. If it is incorrect press **CHANGE** and enter the correct amount.

## EXPRESS CHECK IN

### ACTION

1. Press **XCHIN** key and enter the room number, either manually on the keypad or by pressing the associated DSS key.

2. Enter your STAFF ID Code

3. Enter the ITEM CODE for the Room (Billing Code)

4. Enter the room rate (Item Cost). You must enter 5 digits

5. Retrieve confirmation tone and display.

Cash Deposit  
ROOM PHONE

Credit Room  
:XXX . XX

Rm:XXXX :XXX . XX  
ACCEPT CHANGE

### DISPLAY

Enter Room  
NUMBER:

Enter Staff Code

Enter Item Code

Enter Item Cost  
:XXX . XX

Rm:214 :150.00

## CHECKING IN A GUEST WHEN YOU DON'T KNOW AN AVAILABLE ROOM NUMBER

### ACTION

1. Press **HOTEL** key.

2. Press **STAT** soft key.

3. Press **AVAIL** soft key.

4. Select room type, first available room is displayed.

5. Scroll through the available rooms using the **VOL UP** and **DOWN** keys and select the desired room by pressing the **CHECK IN** soft key.

6. Enter your Staff ID CODE.

7. Enter the item code for the room (billing code).

8. Enter the room rate (Item Cost) you must enter 5 digits.

9. Press **ACCEPT** if the information in the display is correct. If it is incorrect press **CHANGE** and enter correct amount.

10. If the guest wishes to pay at check out press the **CREDIT** key.

11. You may now enter the guest's name (up to 11 characters) into the system, if desired using the procedure described on page 7 of this booklet.

### DISPLAY

Room Check Phone  
Stat Out Bill

Enter Room:XXXX  
AVAIL RPT OCCUP

Smoking Room?  
YES NO

209  
CHECK IN EXIT

215  
CHECK IN EXIT

Enter Staff Code  
XXXX

Enter Item Code  
XX

Enter Item Cost  
XXX . XX

Rm:XXXX :XXX . XX  
ACCEPT CHANGE

Check In Room  
CREDIT CASH

Name :  
EXIT PRINT

12. Pressing **EXIT** will complete the check in procedure and return your telephone to idle.

13. Press **PRINT** to receive the initial room account summary.

14. If the guest wishes to prepay for the room press the **CASH** soft key.

15. Select if the cash deposit is to be applied to the cost of the room or to phone calls. The deposit type not selected may be accessed by using the **CREDIT** key after the check in procedure is completed.

See pages 12 and 13.

16. Enter the amount of the deposit, you must enter 5 digits.

17. Press **ACCEPT** if the information shown is correct or press **CHANGE** if it is wrong.

Name : John Smith  
EXIT PRINT

Name : John Smith  
EXIT PRINT

Check In Room  
CREDIT CASH

Cash Deposit  
ROOM PHONE

Credit Room  
: XXX . XX

Rm : XXXX : XXX . XX  
ACCEPT CHANGE

## ENTERING NAMES FROM YOUR KEYSET

### (Digital Keysets Only)

You can assign an 11 character name to your digital phone. This allows you to call the guests by using the directory dial feature. You can enter a guest's name during the check in procedure or use the following procedure:

To program a name:

- Enter customer level programming.
- Press **TRSF** and then dial 104.
- Write the name of your guest using the dial pad keys. Each press of a key selects a character. Pressing the **NEXT** key moves the cursor to the next position. For example, if your guest name is "John Smith", press 5 for "J", press 6 three times to get an "O", press 4 twice to get an "H", press 6 twice to get an "N". Continue selecting characters from the following table to complete your guest's name.
- Press **TRSF** to store the name.

### DCS KEYSETS

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	Q	8
DIAL 9	W	X	Y	(	9
DIAL *	:	=	[	]	*

## iDCS, ITP, and DS 5000 KEYSETS

COUNT	1	2	3	4	5
DIAL 0	Q	Z	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	\$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	R	S	&	7
DIAL 8	T	U	V	Q	8
DIAL 9	W	X	Y	(	9
DIAL *	:	=	[	]	*

## CHECKING A GUEST OUT OF A ROOM USING THE CHECK OUT KEY

### ACTION

1. Press the **CHECK OUT** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).
2. Press **YES** to check the guest out and print a room bill.
3. Press **HOLD** to hold the room for late check out.
4. Press **PRINT** to print a copy of the room bill without checking the guest out.

### DISPLAY

Enter Room  
NUMBER: XXXX

Check Out Room?  
YES HOLD PRINT

### NOTES:

1. While a room is in **HOLD** status, room charge will not increment, while other guest room related charges can still be billed.
2. When a guest is checked out of a room, the room status is automatically changed to **NEEDS CLEANING**.
3. Always print a copy of the room bill before check out. Once the room is checked out, all data related to the room is cleared from the system.

## CHECKING A GUEST OUT OF A ROOM USING THE HOTEL KEY

### ACTION

1. Press **HOTEL** key.

2. Press **OUT** soft key.

3. Enter room number. (Either manually on the keypad or by pressing the associated DSS key).

4. Press **YES** to check the guest out and print a room bill.

5. Press **HOLD** to hold the room for late check out.

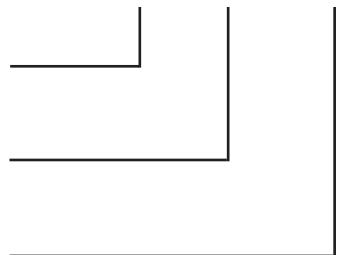
6. Press **PRINT** to print a copy of the room bill but not check the guest out.

### DISPLAY

Room Check Phone  
Stat Out Bill

Enter Room  
NUMBER:

Check Out Room?  
YES HOLD PRINT



### NOTES:

1. While a room is in **HOLD** status, room charge will not increment, while other guest room related charges can still be billed.
2. When a guest is checked out of a room the room status is automatically changed to **NEEDS CLEANING**.
3. Always print a copy of the room bill before check out. Once the room is checked out, all data related to the room is cleared from the system.

## DEPOSIT POSTING

The **CREDIT** feature allows an administrator display keyset to apply a deposit to a room bill. This deposit can be used to offset charges already incurred or to prepay for either of the room associated charges (room or phone).

This credit may be applied during check in or at any time during the guest's stay. Credits applied, will be automatically deducted from the room bill.

A credit applied to the room bill will be deducted from the total room bill.

At check in, a credit applied to the phone bill, will set a limit to the phone use (when the credit limit is reached, the system will give two beeps tones, and then disconnect the caller and restrict the phone, requiring additional deposits).

A credit applied to the phone bill, during the guest's stay, will deduct the deposit amount from the room bill, and set a limit to the phone use.

Pressing the **PRINT** key, at the end of the check in procedure will allow the administrator keyset to verify that credits were properly applied.

## ADDING CREDIT TO A ROOM

### ACTION

1. Press the **CREDIT** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).
2. Enter the Staff ID CODE.
3. Select **ROOM** soft key.
4. Enter the amount to be credited.
5. Press **ACCEPT** if the amount shown is correct.
6. If the amount is incorrect press **CHANGE** and enter the correct amount.

### DISPLAY

Enter Room  
NUMBER : XXXX

Enter Staff Code  
XXXX

Add credit to  
ROOM PHONE

Credit Room XXXX  
: XXX.XX

Rm:XXXX XXX.XX  
ACCEPT CHANGE

## ADDING TELEPHONE CREDIT TO A ROOM

### ACTION

1. Press the **CREDIT** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).
2. Enter the Staff ID CODE.
3. Select **PHONE** soft key.
4. Enter the amount to be credited.
5. Press **ACCEPT** if the amount shown is correct.
6. If the amount is incorrect press **CHANGE** and enter the correct amount.

### DISPLAY

Enter Room  
NUMBER : XXXX

Enter Staff Code  
XXXX

Add credit to  
ROOM PHONE

Credit Phone XXXX  
: XXX.XX

Rm:XXXX XXX.XX  
ACCEPT CHANGE

### NOTE:

Adding a telephone credit will set a limit to the phone use. When the credit limit is reached the system will alert the user with two beeps in his/her ear as a warning tone, followed by a short grace period, then the system will disconnect the caller and the phone will be restricted, requiring additional deposits be made to reactivate the phone.

# EXECUTIVE DO NOT DISTURB

## Setting an Executive DND

### ACTION

1. To set DND for a Guest Room  
Press **SET DND** key.
2. Enter the Room Number (either manually on the keypad or by pressing the associated DSS key).
3. To set DND to station  
Press the **YES** key.
4. To exit without setting **DND**  
Press the **EXIT** key.

### DISPLAY

Enter Extension  
Number:

Set DND: 244  
YES EXIT CLEAR

## Canceling Executive DND

### ACTION

1. Press **SET DND** key.
2. Enter the Room Number (either manually on the keypad or by pressing the associated DSS key).
3. To exit without canceling DND, press **EXIT** key.
4. To cancel DND press **CLEAR** key.

### DISPLAY

Enter Extension  
Number:

Set DND: 244  
YES EXIT CLEAR

## Setting DND from a Guest Room

- Lift handset and receive Dial Tone
- Dial 401 on the Keypad (DND Activate Code)
- Receive Confirmation Tone and hang up.

## Canceling DND from a Guest Room

- Lift handset and receive dial tone.
- Dial 400 (DND Cancel Code)
- Receive Confirmation Tone and hang up.

## GUEST SERVICES BILLING

A billable item or service may be added to a guest's room bill by either a display keyset or a single line telephone.

A display keyset can utilize the **BILL** feature key and follow the LCD instructions. A single line telephone can add an item or service charge, by dialing the **BILL** feature access code, and following the SLT billing procedures.

Charges for items or services may also be reduced or deleted from a guest's room bill. Only an administrator display keyset can reduce or delete an item or charge from a room bill.

### NOTE:

At the end of the delete procedure, the system will prompt for a passcode. This passcode is provided by your service company.

## BILLING AN ITEM TO A ROOM FROM AN ADMINISTRATOR KEYSET

### ACTION

1. Press the **BILL** key and then select **ADD**.
2. Enter the room number the item is to be billed to (either manually on the keypad or by pressing the associated DSS key, if the room is not occupied you will hear an error tone and be returned to idle).
3. Enter the Staff ID CODE.
4. Enter the Item Code.
5. Enter the amount to be charged for the item. You must enter 5 digits.
6. If the amount shown is correct press the **ACCEPT** key.
7. If the amount shown is incorrect press the **CHANGE** key and enter the correct amount.
8. If the deposit amount is exceeded, you will hear an error tone and the display will read **DEPOSIT EXCEEDED**.

### DISPLAY

Service Charge	
ADD	DELETE

Enter Room  
Number : XXXX

Enter Staff Code  
XXXX

Enter Item Code  
XX

Enter Item Cost  
: XXX.XX

Rm:XXXX : XXX.XX  
ACCEPT CHANGE

# SINGLE LINE TELEPHONE BILLING INSTRUCTIONS

To bill an item to a room from a Single Line Telephone:

- Lift the handset and receive dial tone.
- Dial the **BILL** feature access code \_\_\_\_\_.
- Dial the room number to be billed.
- Dial your staff ID CODE.
- Dial the item code.
- Enter the cost (in five digit format)  
Example: 01500 = \$15.00
- Receive confirmation tone and hang up.

# DELETING OR REDUCING A CHARGE ON A ROOM BILL

ACTION	DISPLAY
1. Press the <b>BILL</b> key and select <b>DELETE</b> .	Service Charge ADD DELETE
2. Enter the guest room number, either manually on the keypad or by pressing the associated DSS key.	Enter Room Number : XXXX
3. Enter the Staff ID CODE.	Enter Staff Code XXXX
4. Enter the Item Code.	Enter Item Code XX
5. Enter the amount to be deleted.	Enter Item Cost XXX.XX
6. If the amount shown is correct press the <b>ACCEPT</b> key. If it is incorrect press <b>CHANGE</b> and enter the correct amount.	Rm:XXXX : XXX.XX ACCEPT CHANGE
7. The system will then prompt for a manager passcode to allow the credit to take place. This passcode will be provided by your service company.	Enter Passcode XXXX

NOTE: The Manager passcode can be setup in MMC 202, Feature Passcode, using the **DELETE** option.

## LOBBY PHONE SERVICE

This feature allows an administrator display keyset to bill a call from a remote location, such as a lobby phone, to a guest's room bill.

The guest calls from the lobby phone to the hotel operator and requests the operator to bill an outside call to his/her room. The operator will press the **RB** (Remote Billing) key placing the guest on transfer hold. The operator will then enter the guest's room number and receive a confirmation tone.

The operator can then complete the call for the guest and pass the ringback tone to him.

If the room number dialed is not occupied, an error tone will be returned along with an error display. At this point the operator can press the **TRSF** key and reconnect to the guest.

## BILLING A TELEPHONE CALL TO A GUEST ROOM FROM ANOTHER TELEPHONE (LOBBY PHONE SERVICE)

NOTE: Your keyset must have a **REMOTE BILLING (RB)** key to implement this feature.

When a guest wishes to place an outside telephone call from a restricted telephone such as a lobby or house phone, they must first place a call to the operator who will then perform the following procedure:

When a guest calls and asks for a call to be billed to his/her room, ask the guest for his/her room number.

### ACTION

1. Press the REMOTE BILLING (**RB**) key and enter the room number the call is to be billed to via the keypad.
2. If the room is occupied you will receive this display.
3. You may now dial "9" and you may dial the telephone number for the guest and hang up when you hear ringing.
4. If the room number given is empty (there is no guest checked in that room) you will receive an error tone along with this display. You can now press the **TRSF** key to return to the guest and find out the correct room number.

### DISPLAY

Enter Room  
NUMBER:XXXX

Call Billed To  
ROOM #:XXXX

Error: Room XXXX  
Is Empty

# NIGHT SERVICE OPERATION

Your system is designed to have alternate modes of operation generally designated as **NIGHT** service. **NIGHT** service permits incoming calls to ring at different locations than normal day operation.

Since it is customary, to have more than two operating modes, in the Hotel / Motel industry, the HOTEL/MOTEL software allows for three different ringing modes. These ringing modes can be designated as **DAY** (RP1), **NIGHT** (RP2) and **WEEKEND** (RP3) operation.

Note: For each administration station designating the keys as DAY, NIGHT, and WKEND keys, a technician will have to program these keys as **RP** (Ring Plan) keys in MMC 722. For example:

Phone Label	MMC 722 Setup
DAY key	= (RP1)
NIGHT key	= (RP2)
WKEND key	= (RP3)

When the DAY/NIGHT/WKEND key is pressed, the phone system will change ring operating modes (i.e. from day ringing to night ringing). The associated LED on the key will light steady to indicate the mode that is activated.

**NIGHT** service may be set automatically or manually. Class of service dialing restrictions can also be set to correspond with these modes. You may change the **NIGHT** service at any time. For Automatic Night Service each mode has an on time and off time for each day. If no automatic timer is set, you must change modes manually.

## AUTOMATIC NIGHT SERVICE

Automatic Night Service is turned on and off according to the programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly.

NOTE: Manually setting Night Service will override automatic settings.

## MANUAL NIGHT SERVICE

There are several methods that can be used to manually set Night Service. Two of these methods require administrator or business keysets with programmed **NIGHT** keys. The third is the single line telephone operation.

- The first method utilizes a single **NIGHT** (RP) key on the administrator or business display keyset. When this key is pressed, the display will prompt you to enter a passcode. After entering the passcode, the display will prompt you to dial the Ring Plan number press the soft key that corresponds with the night service desired.
- The second method utilizes a dedicated **RING PLAN** (RP) key, for each of the three ring modes, on the administrator and business keysets. You simply press the key that corresponds with the Night Service mode desired. When this key is pressed, the display will prompt you to enter a passcode. After entering the passcode, the display will confirm that the desired mode is set.
- The third method is performed by an administrator or business single line telephone. From the single line telephone, dial the **RING PLAN** (RP) feature access code, enter the passcode, and dial "0" for **DAY** mode, "1" for **NIGHT** mode, or "2" for **WEEKEND** mode. When properly set you will receive a confirmation tone.

NOTE: A keyset with no **RING PLAN** (RP) key programmed, may access the feature in the same manner as a single line telephone. The Ring Plan is setup in MMC 202, Change Feature Passcode, using the Ring Plan Option.

## WHEN USING A DISPLAY KEYSET WITH SINGLE RING PLAN (RP) KEY

### ACTION

1. Press the **RING PLAN (RP)** key.

2. Enter passcode

3. Press **DAY (RP1)**

4. Press **NIGHT (RP2)**

5. Press **WKEND (RP3)**

### DISPLAY

Enter Passcode

Please dial the  
Ring Plan No

RP service  
operation

RP service  
operation

RP service  
operation

## WHEN USING A DISPLAY KEYSET WITH MULTIPLE RING PLAN KEYS

### ACTION

1. Press the **RING PLAN (RP)** key desired.
2. Enter passcode

3. If you pressed **DAY (RP1) KEY**

4. If you pressed **NIGHT (RP2) KEY**

5. If you pressed **WKEND (RP3) KEY**

### DISPLAY

Enter Passcode

RP service  
operation

RP service  
operation

RP service  
operation

## WHEN USING A SINGLE LINE TELEPHONE

To set night service from a business or administrator single line set:

- Dial **RING PLAN (RP)** feature access code
- Dial passcode.
- Dial **1** for **DAY OPERATION**  
Dial **2** for **NIGHT OPERATION**  
Dial **3** for **WEEKEND OPERATION**
- Receive confirmation tone.
- Hang up.

\*Passcode and feature access codes are provided by your service company.

## NON DISPLAY KEYSETS

Non-display keysets can also manually change night service.

### With a single RING PLAN (RP) key:

- Press the **RING PLAN (RP)** key and dial the passcode.
- Dial "1" for **DAY** mode, "2" for **NIGHT** mode, or "3" for **WEEKEND** mode. You will receive a confirmation tone when set.

### With dedicated RING PLAN (RP) keys:

- Press the **RING PLAN (RP)** key that corresponds with the desired mode.
- Dial the passcode and you will receive a confirmation tone when set.

# ENHANCED USER PROGRAM KEY

The enhanced user program feature will allow the Hotel Manager or Administrator to access certain areas of the OfficeServ 500 and OfficeServ 7200 programming to administer some common changes to the system without the assistance of the service technician.

## ACTION

1. Press the **PROG** key.

2. Enter station passcode.

3. Enter MMC to program  
**(e.g. 100)**.

4. Make desired program  
changes.

5. Press TRSF to store or  
Press SPK to store and advance  
**to next MMC**.

The following MMCs can be accessed using the **PROG** key:

- MMC 100: Station Lock
- MMC 102: Call Forward
- MMC 104: Station Name
- MMC 115: Set Programmed Message
- MMC 116: Alarm and Message
- MMC 505: Assign Date and Time
- MMC 705: Assign System Speed Dial
- MMC 706: System Speed Dial by Name
- MMC 722: Station Key Programming

Note: The station passcode is used to enter the programming mode. The default station passcode will not work with this feature. The default station passcode must be changed in MMC 101, Change User Passcode, before using this feature.

## DISPLAY

Enter Passcode

Programming Mode  
Enter PGM ID:

[201] STN LOCK  
UNLOCKED

# PRINTED REPORTS

## PHONE BILL PRINTOUT

The Phone Bill option allows an administrator display keyset to print out the phone bill for a specific room.

If the guest wishes to pay for phone calls separately from the room bill, the phone bill can be printed, and the associated call records can be deleted from the room bill.

If the guest wishes to receive a printout for reference purposes, the phone bill can be printed, without deleting the associated calls from the room bill.

## GUEST AND MEETING ROOM PRINTOUT

When a guest or meeting room is checked out, the system will automatically print out the associated room bill. When a check out is completed, the room bill records are automatically deleted from the system memory.

A printout, for reference purposes, can also be printed out, without deleting the room bill records from the system memory.

There are two methods that an administrator display keyset can use to request these printouts. These are via the **CHECK OUT** feature key and **HOTEL** feature key.

## ROOM STATUS PRINTOUT

Room Status Reports can be requested by the administrator display keyset. Please see the Room Status Review section.

## WAKE UP CALL ACTIVITY PRINTOUT

Wake Up Call Activity Reports, for guest rooms, can be requested by the administrator's display keyset. [Please see the Wake Up Call section.](#)

## PRINTING A PHONE BILL FOR A ROOM

### ACTION

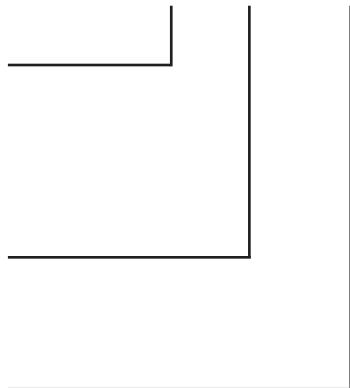
1. Press the **HOTEL** key.
2. Press **PHONE BILL**.
3. Enter the room number, either manually on the keypad or by pressing the associated DSS key.
4. Pressing the **PRINT&SAVE** key will print out the current telephone charges for the selected room and will maintain the charges as part of the room bill.
5. Pressing the **EXIT** key will return your keyset to idle without printing anything.
6. Pressing the **BILL &CLR** key will print out the telephone charges for the selected room and delete the current charges from the room bill.

### DISPLAY

Room Check Phone  
Stat Out Bill

Enter Room  
Number:XXXX

Print Phone Bill  
&SAVE EXIT &CLR



## PRINTING A GUEST OR MEETING ROOM BILL

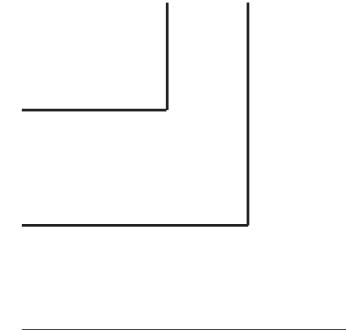
### ACTION

1. Press the **CHECK OUT** key.
2. Enter the room number, either manually on the keypad or by pressing the associated DSS key.
3. Pressing the **YES** key will print out the room bill and set the room status to **NEEDS CLEANING**.
4. Pressing the **HOLD** key will set the room status to hold.
5. Pressing the **PRINT** key will print out the current room bill without checking out the room or changing the room status.

### DISPLAY

Enter Room  
NUMBER:

Check Out Room  
YES HOLD PRINT



OR

6. Press the **HOTEL** key and then press **CHECK OUT**.
7. Enter the room number, either manually on the keypad or by pressing the associated DSS key, and follow the above procedure.

Room Check Phone  
Stat Out Bill

Enter Room  
NUMBER:

Check Out Room  
YES HOLD PRINT

## ROOM STATUS REVIEW

An administrator keyset can view the room status condition of guest and meeting rooms. Room status can be viewed on an individual room basis, or by all rooms in any of the five possible status conditions or all rooms in all conditions at once.

The nine room status conditions are: Available, Occupied, Needs Cleaning, Needs Maintenance, Hold, Cleaned, Repaired, Hold & Needs Cleaning, Hold and Needs Maintenance.

## VIEWING AND CHANGING THE STATUS OF A ROOM

Administrator display keysets can view the status of individual rooms. During this procedure the administrator has the option to change the status of the individual room.

For check in purposes, Available and Occupied rooms can also be viewed during this procedure.

## USING THE CONSOLE TO VIEW ROOM STATUS

An administrator phone, with a 64 button console attached, may temporarily view the status of stations.

When requesting room status view, all stations in the desired status will display on the 64 Button Console. These rooms will be displayed by their associated LEDs being lit steady red.

These LEDs will remain lit until the **ANS/RLS** button is pressed or the predetermined timer expires.

NOTE: Occupied room display includes all rooms with a guest checked in, regardless of Cleaning or Hold Status (an occupied room, in Needs Cleaning status will be displayed in both Occupied and Needs Cleaning displays).

## PRINTING A ROOM STATUS REPORT

An administrator display keyset can request a printout to view the status of guest and meeting rooms. There are five different room status conditions that a room may be in. A printout of stations, in each of the five room status conditions, may be requested.

A printout of all rooms in all conditions may also be requested.

NOTE: Occupied room printout includes all rooms with a guest checked in, regardless of Cleaning or Hold Status (an occupied room, in Needs Cleaning status will printout in both the Occupied and the Needs Cleaning reports).

## PRINTING A ROOM STATUS

### ACTION

1. Press the **HOTEL** key.
2. Press **STAT**.
3. Press the **RPT** key.
4. Select the type of report you want by using the **SCROLL** key to cycle through the various reports.
5. When the status type that you wish to print out is displayed, press the associated soft key to generate the report.
6. Pressing the **AVAIL** key will print a report of all rooms that are ready to have guests checked into them.
7. Pressing **OCCUP** key will print a report of all rooms that have guests checked into them.
8. Pressing the **CLEAN** key will print a report of all the rooms that need to be cleaned.
9. Pressing the **MAINT** key will print a report of all the rooms that need to have maintenance performed on them.

### DISPLAY

Room Check Phone  
Stat Out Bill

Enter Room:XXXX  
AVAIL RPT OCCUP

Print Report  
CLEAN MAINT→

Scroll Key

Print Report  
AVAIL OCCUP→

Scroll Key

Print Report  
HOLD ALL EXIT→

Scroll Key

10. Pressing the **HOLD** key will print a report of all the rooms that are being held for later check out.
11. Pressing the **ALL** key will print out a report showing the status of all rooms.
12. Pressing the **EXIT** key will return your keyset to idle without generating any reports.

## VIEWING AND CHANGING THE STATUS OF A ROOM

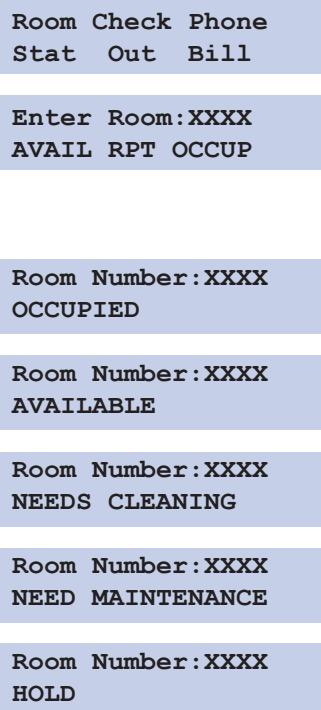
### ACTION

1. Press the **HOTEL** key.
2. Press the **STAT** soft key and enter the room number, either manually or by pressing the associated DSS button.
3. Your display will show the current status of the selected room.
4. You may change the status of the selected room by pressing the right soft key and then scrolling through the list by using the **VOLUME UP** and **DOWN** keys.  
When you get to the desired new room status, pressing the right soft key will return confirmation tone and change room status.

### ROOM STATUS DEFINITIONS

- **AVAILABLE:** This indicates that the room is ready to have a guest checked into it.
- **OCCUPIED:** This indicates that the room has a guest checked into it.

### DISPLAY



- **NEEDS CLEANING:** This indicates that the room needs to be cleaned.
- **NEEDS MAINTENANCE:** This indicates that the room needs to have maintenance performed on it.
- **HOLD:** This indicates that the room is being held pending a late check out.
- **CLEANED:** Indicates that the room has been cleaned (sent to PMS).
- **REPAIRED:** Indicates that the room has been repaired (sent to PMS).
- **HOLD AND NEEDS CLEANING:** Indicates that the room is being held and requires cleaning (sent to PMS).
- **HOLD AND NEEDS MAINTENANCE:** Indicates that the room is being held and requires cleaning (sent to PMS).

## USING THE CONSOLE TO VIEW ROOM STATUS

If your keyset has a room status view key and is equipped with one or two consoles programmed with **DSS/BLF** keys for each of the rooms, you can view the status of all programmed rooms on the console.

DIGIT	STATUS	DESCRIPTION
0	AVAILABLE	ROOM IS READY FOR A GUEST TO CHECK IN
1	OCCUPIED	A GUEST IS CHECKED INTO THE ROOM
2	NEEDS CLEANING	ROOM NEEDS TO BE CLEANED
3	NEEDS MAINTENANCE	ROOM REQUIRES MAINTENANCE
4	HOLD	ROOM IS BEING HELD

Press the **Room Status View (RSV)** key and dial the type of room status you want to check from the list below. When the digit is dialed all stations having that status will light steady red on the console and all other LEDs will be off. In addition the LEDs will continue to show the room status until either the timer expires or another **RSV** type has been entered, or the **ANS/RLS** is pressed. Please note that the Occupied Status will show all rooms that have a guest checked into them regardless of the rooms cleaning status or hold status.

### For systems with one touch room status feature access:

Press the **RSV** key associated with the room status type you wish to view. All stations having that status will light steady red on the console, and all other LEDs will be off. The LEDs will continue to show the room status until either the timer expires or **ANS/RLS** is pressed. **ANS/RLS** must be pressed before the next room status type can be displayed.

## MAID SERVICE

Housekeeping and maintenance personnel can also update the status of a room. When a room is checked out or reaches the automatic daily update timer, the room status is changed to **NEEDS CLEANING**. After cleaning the room, the housekeeper dials the **HOTEL** feature access code, followed by his/her staff ID code and the proper activity code (see table below). This will update the room status (if the room was checked out the status will be updated to **AVAILABLE**, if the room still has a guest checked into it, the status will be updated to **OCUPIED**). Maintenance personnel would utilize this feature in a similar manner. The table below indicates the activity codes and their associated activities.

### USER INSTRUCTIONS

CODE	ACTIVITY
0	Room needs to be cleaned
1	Room cleaned
2	Room needs maintenance
3	Room repaired

TEAR HERE

1. Lift handset and receive dial tone.
2. Dial the **HOTEL** feature access code \_\_\_\_\_.
3. Dial your staff ID code.
4. Dial the associated activity code from the above list.
5. Receive confirmation tone and hang up.

## WAKE UP CALLS

Wake up calls can be set by either an administrator display keyset or the guest room phone.

The administrator display keyset can utilize the **WAKEUP** key and follow the LCD instructions.

A guest room or non display keyset can set a wake up call by dialing the **WAKEUP** system access code and the four digit military time for the wake up call.

To change a wake up time, simply enter the new wake up call time. This will override the original setting.

NOTE: Only an administrator display keyset can cancel a wake up call.

## WAKE UP ACTIVITY REPORT

An administrator display keyset can request a printout of all wake up information, since the room was checked in. The information included in this printout is: wake up calls set, answered wake up calls, unanswered wake up calls, and cancelled wake up calls (this information is also included in the room bill).

## SETTING A WAKE UP CALL

If your keyset is programmed with a **WAKEUP** key you can use this key to enter a **WAKE UP** time for a guest room, clear a previously set wake up time or print out a list of wake up calls to a guest room since that guest checked in.

### ACTION

1. To set a wake up call for a guest room. Press the **WAKEUP** key and select **SET**.

2. Enter the guest room number on the keypad.

3. Select the wake time setting as **TODAY** or **DAILY**.

4. If the time shown is correct press **YES** to set the wake up call.

5. If the time shown is incorrect press the **CLEAR** key and re-enter the time.

6. If you want to exit without setting the wake up call press the **EXIT** key and this will return you to idle.

### DISPLAY

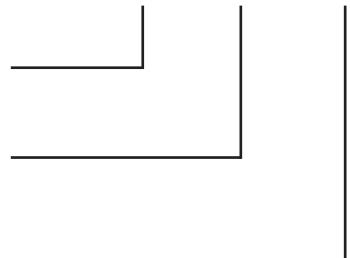
Wake Up Call  
PRINT SET CANCEL

Enter Room  
Number:XXXX

Enter Wake Time  
HHMM

Enter Wake Time  
TODAY DAILY

XXXX Wake HH:MM  
YES CLEAR EXIT



NOTE: Wake up calls use the system clock as a reference, so the system clock must be set correctly.

## SETTING A WAKE UP CALL FROM A GUEST ROOM

- Lift handset and receive dial tone. Dial the Wake Up feature access code.
- Enter 4 digit military time for the wake up call.
- Receive confirmation tone and hang up.

NOTE: When using a digital phone in a guest room, a wake up key may be used instead of dialing an access code.

## CANCELING A WAKE UP CALL

### ACTION

1. Press the **WAKEUP** key and select **CANCEL**.
2. Enter the room number, either manually on the keypad or by pressing the associated DSS key.

### DISPLAY

Wake Up Call  
PRINT SET CANCEL

Enter Room  
NUMBER:XXXX

Room:XXXX Wakeup  
CANCEL EXIT

3. The display will confirm the room number as shown. Pressing **CANCEL** will cancel a wake up call set for this room.
4. Pressing **EXIT** will return your keyset to **IDLE** and take no action regarding the wake up calls.

NOTE: Only an administrator keyset can cancel a wakeup call.

# PRINTING A WAKE UP REPORT FOR A GUEST ROOM

## ACTION

1. Press the **WAKEUP** key and select **PRINT**.
2. Enter the guest room number, either manually on the keypad or by pressing the associated DSS key.
3. The display will confirm the room number to you.
4. If the **PRINT** key is pressed a report of all wake up activity for the selected guest room, since the current guest checked in will be printed.
5. If the **EXIT** key is pressed your keyset will return to **IDLE** and no report will print.

## DISPLAY

Wake Up Call  
PRINT SET CANCEL

Enter Room  
NUMBER:XXXX

Room:XXXX Wakeup  
PRINT EXIT

## NOTES